

# ANNUAL REPORT 2021 - 2022



**NDG  
Community  
Council**

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# PRESIDENT'S REPORT

The year 2021-2022 was once again marked by challenges and restrictions related to COVID-19. Despite this, our team and Board of Directors rolled up their sleeves to serve the NDG community.

We assisted with the mobile and stationary vaccination clinics at the neighbourhood community centers in partnership with CIUSSS Community Organisers.

During the municipal election period, our Director and staff organized virtual "Meet the Candidate" events, one between the candidates for Borough Mayor and the other between the candidates for City Council. These meetings allowed local people to ask questions in order to cast a more informed vote.

We also invited NDG's elected municipal officials and their political staff to meet with our Community Council administrators to get to know each other and discuss the challenges facing our community. At this meeting, we raised questions about the safety of our streets and intersections, as well as the flagship projects for which redevelopment is awaiting decisions (notably, the Empress and Trinity Memorial buildings). Representatives of community groups and centers spoke of the pressing need to address the most vulnerable populations. We promised to continue these discussions later in the year.

The urban environment and the health of our residents are at the heart of our concerns. Following our requests for the creation of mini-forests, Mr. Plante, the DG of our borough, put us in contact with Ms. Moreau, who is responsible for the sustainable development file. We then met with them in order to discuss greening strategies and the possibility of creating mini-forests in the residual spaces of our neighbourhoods. Concordia University has also expressed interest in creating mini-forests on the Loyola campus. Discussions on this subject are ongoing.

It is only since October 1, 2021, that I have assumed the presidency of our Community Council. I am grateful to our Executive Director Halah Al-Ubaidi for her dedication. Halah works hard to fulfill her mandate, coordinate her team and support the Directors. We often discuss important issues late at night or on weekends.

I would also like to thank all the current and past Directors of the NDG Community Council for their efforts and for taking the interests of our residents to heart, as well as my predecessor, Mr. Lindsay Morrison, whose good humour and positive attitude helped to lighten the atmosphere during our meetings.



# PRESIDENT'S REPORT CONT'

Dear members, committed partners, enthusiastic volunteers and generous funders, your continued support and dedication to the community are invaluable. Without you, nothing could have been accomplished. We would like to express our gratitude to all of our donors and NDG residents whose donations have exceeded our expectations.

The NDG Community Council is fortunate to have a strong and resilient network. As we celebrate the 80th anniversary of the NDG Community Council, we have many surprises in store for you. We invite you to follow us on social media to stay informed and enjoy.

## **Malaka Ackaoui**

PRESIDENT OF THE BOARD OF DIRECTORS





# DIRECTOR'S REPORT

Throughout the pandemic, the offices of the Council continued to be partially open while respecting government directives. This year again, we continue to meet online. With the ease of health restrictions, we started to organize and participate in both in-person and hybrid meetings. I believe this pandemic changed forever the way we work, as it made us more dependent on technology. but also increased our solidarity and compassion.

Writing the Annual Report is always a challenge at the Council, no matter how small we get as a team. Despite all our efforts, we continue to extend our capacity to the maximum. More than half of the team actually live in CDN NDG Borough, and several staff members are deeply involved in their personal life with their children's schools, daycares, sports and social activities. Reading through the report, I see how it is difficult to tell the real story of our work, and that there is a lot not reported or even underreported. We have a story to tell every day in every part of NDG. Going through the archive of the Council, I see how this way of working is a culture that continued since 1942.

This year, we started a process with several consultants to improve our work and strengthen the team and the partnerships. The Council is celebrating its 80th anniversary this year. We will celebrate by improving the documentation of our work, to be able to transfer our knowledge and work for future generations.

I am very proud to be part of a dedicated, creative and caring team that gives the council its identity. We started this year with our first Jane's Walk and first in-person event, where we walked together on Grand Boulevard, looking at ways we can improve the quality of life for the residents. We continue to meet on a weekly basis in a hybrid format, we continue several projects such as December Together, Tech Savvy, Community Connectors, Tax Clinic, and NDG Read. We also developed new initiatives such as the Scavenger Hunt, Mini-Cabane à Sucre, and Christmas in July. I also had the pleasure to work closely with two interns from the social work school at McGill, Adedoyin Adewunmi and Winnifred Atimango. I was impressed with their ability to adapt quickly to life in Canada despite the pandemic conditions and language barrier. We thank them for all their work.



# PRESIDENT'S REPORT CONT'

This year again, we had movement in our team: Rachel Begg went on maternity leave, we will have her back soon, Youssef Henein moved to a new job, he was a great asset to the Council. Marie Charles Boivin came back from maternity leave and started organizing our new strategic plan, she left for another maternity leave. She left the dossier in good hands. Jing Bai and Reyhane Khoushbin moved to work with another community partner but they continue to collaborate with us.

Louise Sansregret, the Director of the office of our MNA and Sylvie Laferrière, a community organizer with the CIUSSS, went on retirement. They are a big asset in our community, they worked tirelessly to support our community groups in NDG. We thank them for their support and wish them a good and well-merited retirement. We are happy that both Louise and Sylvie live in NDG, we will get them back as residents.

Thanks to all our enthusiastic volunteers, a special appreciation to Pierre Blouin who was the first to come back to the reception when the health restriction was lifted. And of course, a big thank you to our Board of Directors and members of the Council standing committees, who continue to give their time, knowledge, and experience. Being super active members in the community did not stop them from supporting the council and the staff, not sure how you do it!

Last but not least, I would like to extend my sincere gratitude to our committed partners, and generous funders who have helped the Council in achieving its goals for the past 80 years.

We invite you to explore our report, and if we inspire you, please come join us. It is important to have your support and involvement! Please contact us directly, and do check our website and Facebook page, which are great tools for and by the community.

**Halah Al-Ubaidi**

EXECUTIVE DIRECTOR





# GOVERNANCE

## **Mission**

We are an organization created by the NDG community that listens, mobilizes, facilitates, and acts. We foster partnerships between residents, community partners, and key players to identify and address needs and emerging issues in order to cultivate strategies and solutions. As allies, we exist for the community as a whole while supporting and strengthening the most vulnerable and isolated. The NDG Community Council strives to achieve a socially just, inclusive, and sustainable community.

## **Our Board**

Despite the ease in the health restriction, the Board continued to meet on Zoom and also decided to plan a Hybrid 2022 AGM to celebrate our accomplishments while celebrating our 80th anniversary.

The Council's 2021 Annual General Assembly took place on June 16, 2021, on Zoom and was well attended by 84 participants. As usual, we had an orientation meeting for the new Board Members and 6 Board meetings took place during the course of this fiscal year. In addition, we had several meetings of the standing and the ad hoc committees.

## **Board Members 2021-2022**

### **Executive ( voted on the 22nd of September 2021 )**

Malaka Ackaoui *President* ( R )

Bonnie Soutar - *Vice-President* ( R )

Tomir Glowacki - *Treasurer* ( R )

Gerry Lafferty - *Secretary* ( O ) New Hope Seniors' Center

Lindsay Morrison - *President* ( R ) ( September 30, 2020, to September 22, 2021 )

Jocelyn Boyle ( B ) Épicerie Moderne

Lisa Bornstein ( R )

Nadine Collins ( O ) Comité Jeunesse NDG

Grace Campbell ( O ) Women on the Rise

Renate Betts ( R )

Anne Johnston Williams ( R )

Christopher Lyons ( R )

Pilar Hernandez ( O ) PAAL Partageons le monde

Katrina Nurse ( O ) Y NDG



# GOVERNANCE CONT'

## **Board's Standing Committees:**

Executive (4 meetings): Malaka Ackaoui, Bonnie Soutar, Tomir Glowacki, and Gerry Lafferty

Membership and Nomination Committee (2 meetings): James Olwell, Riley Dalys-Fine, and Anne Williams

Human Resource Committee (4 meetings): Bonnie Soutar, Lindsay Morrison, Renate Betts, and Anne Williams

Finance Committee: Tomir Glowacki, Hans Heisinger, and Lisa Bornstein

## **Board's Ad Hoc Committees:**

Communication Committee: Julie Cormier, Youssef Henein, Irina Glushko, and Nadine Collins

Fundraising Committee: Lindsay Morrison, Sharon Sweeney, and Julie Cormier

Lindsay Morrison left the Board in September 2021; Renate Betts left Westhaven Elmhurst Community Recreation Association but stayed on the Board as a resident member; Katrina Nurse joined as a representative of the YMCA NDG; and Jocelyn Boyle (owner of Épicerie Moderne), the business representative, left the Board in April 2022. Members continued to meet and work on different issues to improve the work of the Council, despite many changes.

The Communication Committee had weekly meetings until August 2021, as it was a priority, and new procedures were implemented. We were not able to hold official Finance Committee and Fundraising Committee meetings but the director and the Treasurer met regularly. In addition, we organized meetings with Tomir Glowacki, Julie Cormier and the team of Colius. We appreciate all the support everyone gave using all the communication tools you could think of!

## **An ever-growing team of...**

### **Staff members**

Our team continues to work in uncertain conditions that keep changing with each wave, but they never lose their enthusiasm and commitment. The team continues to adapt to work in in-person, online and hybrid formats. As usual, we have many changes on the team. We miss those who left but are happy to have new colleagues.





# GOVERNANCE CONT'

## **Employees 2021-2022**

Halah Al-Ubaidi, Graziella Bieto Challenger, Julie Cormier, Emily Cuellar-Villeneuve, Sharon Sweeney, Michelle Caron Pawlosky.

Youssef Henein (left in August 2021), Rachel Begg (left in October 2021 for maternity leave), Jing Bai (left 21 Feb 2022).

## **Papa et Moi**

Momen Hassan (left in May 2021) , Alejandro De Leon ( present).

## **Summer Students**

Zhuo Xu (finished her contract on August 13th 2021 but continued to work part-time), Maria Tymchuk (finished January 7th 2022)

## **Contracts**

### **Outreach Team**

Sarra Ben Salem

Sean Coates

Mona Tajbakhsh

Nicolas Cuellar Villeneuve (until the end of April 2021)

### **Tax Clinic**

Reyhaneh Khoushbin

### **December Together**

Michelle Caron Pawlosky

Anita Valentina

### **Strategic Planning**

Marie-Charles Boivin (left in April for Maternity leave) and Patricia Garcia – Community Strategic Plan

Griffin Payne – Vulnerable Sectors

### **Communication and IT**

Irina Glushko - Newsletter, Website Development and Social Media

Robert MacDonald - IT Support and Tech Savvy training

### **Accounting and Bookkeeping**

Oliver Cole and Kirisanthi Kugathasan, Colius Services

### **Janitorial service**

Glenn Cassidy



# GOVERNANCE CONT'

## **Community Connectors Saint-Raymond HLM**

Angela Nicholas, Moustafa Hourri, Elizabetha Barensky, Pippting 'Maud' Moore, Dave Sofia, Maria Sofia, Mariette Bastien, Shirley McCarthy, Marcel Labalance.

## **Community Connectors Grand Boulevard Sector**

Aristide Galamopoulos, Benny Pinha, Felix Logmo, Raa Al-Khabyyr, Gordon Pargelen.

## **Tenants Association Mayfair HLM**

Rita Del Grande, Anne Antoine, Marjorie Woodbury, Zenaida Gabrielle, Joan Munroe.

## **Fiduciary Contracts**

NDG Art Hive: April Defalco, Ruth Boomer, Caroline Dick, Sharon Leslie, Stephanie Maxwell, Cindy Haughton, Hannah Grabowecky, Diana Vozian, Nancy Cozier, Jillian Witt, Carol-Ann Hoyte, Marnie Aflalo, Marlo Turner Ritchie.

## **Summer Students**

Miles Taffert (finished summer contract on 27 August 2021, and continue on a contract)

## **Internships**

Social Services Program - Dawson College: Chantale Mae Bautista, Shannon Biggs,  
Pius Business Center: Marykris Kimberley David, Grace Aludo, Mary Rica Lo, Deleilah Valeros,  
Social work School - McGill University: Adedoyin Adewunmi and Winnifred Atimango  
Human Systems Intervention program - Concordia University: Beantpreet Kaur



# OUR SUPPORTERS

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## MEMBERS

### Members, Volunteers, and Funders, Oh My!

With the immense support of a strong network of volunteers, members, partners, donors, and funders, the Council has continued our 80-year legacy working for a better quality of life in NDG. Thanks to your generosity, we were able to continue another year of the pandemic. We appreciate your donations: cash, time, and words of encouragement. These contributions gave the Council's hardworking employees the energy to do the work they do best and to continue having a positive impact in the community.

#### OUR MEMBERS

This year we welcomed a total of 98 members. We are extremely grateful for all the support we received!

##### Honorary Members(3)

- André Biron
- Anne Usher
- Gail Tedstone

##### Associate Members (2)

- Joseph Lalla
- Peter McQueen

##### Business Members (5)

- Irina Glushko and Valeziy Mikhailov - *Web Giunka*
- Janis Warne - *Traduction Janis Warne*
- Oliver Cole and Kirisanthi Kugathasan - *Colius Services*
- MadPI Inc
- Wendy Gyetvay - *Garderie Par Dessus L'Arc en ciel*



# OUR SUPPORTERS

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## MEMBERS

### Individual Members (53)

- Anne Johnston Williams
- Bonnie Soutar
- Chesil Grand
- Deanne Delaney
- Hannah Stratford-Kurus
- Iman Sattar
- Helen Meredith
- Malaka Ackaoui
- Sam Boskey
- Tomir Glowacki
- Pierre Blouin
- Angela Campbell
- Louise Fournier
- Louis Legault
- Paul Shubin
- Fred Headon
- James F. Olwell
- William Delisle
- Valerie Fauteux
- Michael Horowitz
- Annick Munyana
- Sandra Holder
- Nanne Joost Sluis
- Jessica Sêna
- Diane Hanna
- Madelene Sebaldt
- Deborah Bonney
- Lyne Ouellet
- Esther Fukuyama
- Krystyna Gardner
- Marlo Turner Ritchie
- Lindsey Whitelaw
- Nooshin Maghrebian
- Marie-Charles Boivin
- Maureen Lafreniere
- Magali Henry
- Patricia Remault
- Mary Grace Regondola
- Sandra Prillo
- Bruce Brown
- Batoul Holoubi
- Roseline Dorcin
- Sally Livingston
- Micheline Gosselin
- Roseline Dorcin
- Khushroo Vatcha
- Judith Edmison
- Alison Read
- Ricardo Duenez
- Lisa Bornstein
- Adel Ben Mabrouk
- Christopher Lyons
- Renate Betts

**Total: 53 individual members**



# OUR SUPPORTERS

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## MEMBERS

### Organization Members (35)

- Black Community Resource Center (BCRC) - Raenne Francis
- Urban Nature - Lise Mintz
- St. Philip's Church - James Pratt /Anne Johnston
- O3 On our Own - Amanda Murphy
- Fraser Hickson Institute-David Andrelli
- Centre D'action Bénévole de Montréal - Laurence Bolduc/ Anne Gomis
- The Montreal Children's Theatre - Sandra Holder
- Montreal Central Lions Club-Guy Bertrand
- Montreal Wado Ryn Karate Association-Andrew Watson /Elridge Aulgar
- PAAL Partageons le monde-Pilar Hernandez-Romeo
- Prévention NDG-CDN
- Nova Home Care -Sarah Leblanc
- Carrefour Jeunesse Emploi NDG -Hans Heisinger
- Cjlo 1690 Am -Francella Fiallos/ Jessica Jaschek
- Collective Community Services-Megan Cohoe-Icenney
- Fondation de La Visite- Ancuta E Stan /Maddalena Goxito
- Art Hive- Marlo Turner Ritchie/ Jillian Witt
- Community de Népalais au Canada- Sabitri Karki\ Bibek Bastola
- L'Abri en Ville -Michelle Mills /Gale Star
- New Hope Senior Centre -Gerry Lafferty /Karasek Evita
- Queen Elizabeth Complex- Administration- Charlotte Pinsonnault /Irene Tschernomor
- GRT ROMEL- Mazen Houdeib/Abdallah Aboubeker
- St. Monica's Church -Sister Beverly
- Parents engagés pour la petite enfance (PEP) Marie-Jose Perreault/ Judith Dextraze-Momast
- LogisAction NDG - Fahimeh Delavar
- Bienvenue à NDG - Miguel Cristancho
- Comité Jeunesse NDG- Simeon Pompey
- Centre Eva Marsden Pour la Justice Sociale et le Vieillessement- Sheri McLeod
- Montreal Business Women Club - Irina Glushko /Smiznora
- Les Amis de Meadowbrook - Deanne Delaney, Joann Egar
- Incredible Edibles NDG - Jane Barr / Kathy Aitken
- Les habitations communautaires NDG Silvia Watkins / John Quesnal
- Y NDG- Katrina Nurse
- Women On the Rise - Nadine Collins
- Biz NDG-Evelyne

**Total: 35 Organization members**



# OUR SUPPORTERS

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## VOLUNTEERS

The Council's daily activities are only possible thanks to the hundreds of volunteers working with the team. Whether it is in the office, online, or outside during outreach and events such as Lunar New Year or Tax Clinic, they are at the root of everything we do. Naming all of those who supported us through the year would be too long here, but we do want to recognize that all of those residents are a little piece of the big puzzle that the Council is continuously working on.

The following is the list of **projects** that were only possible to continue with your help (Please take a look at Annex 1 to see a complete list):

- December Together - 27 Volunteers
- Christmas dinner - Many Volunteers
- Conversation Groups - 5 Volunteers
- Lunar New Year celebration - 5 Volunteers
- Tax Clinic 2021 - 23 Volunteers, Tax Clinic 2022 - 17 Volunteers
- Tech-Savvy - 30 Volunteers
- Reception, General and others - 24 Volunteers
- M-17 Fielding Walkley Gardens - 15 Volunteers

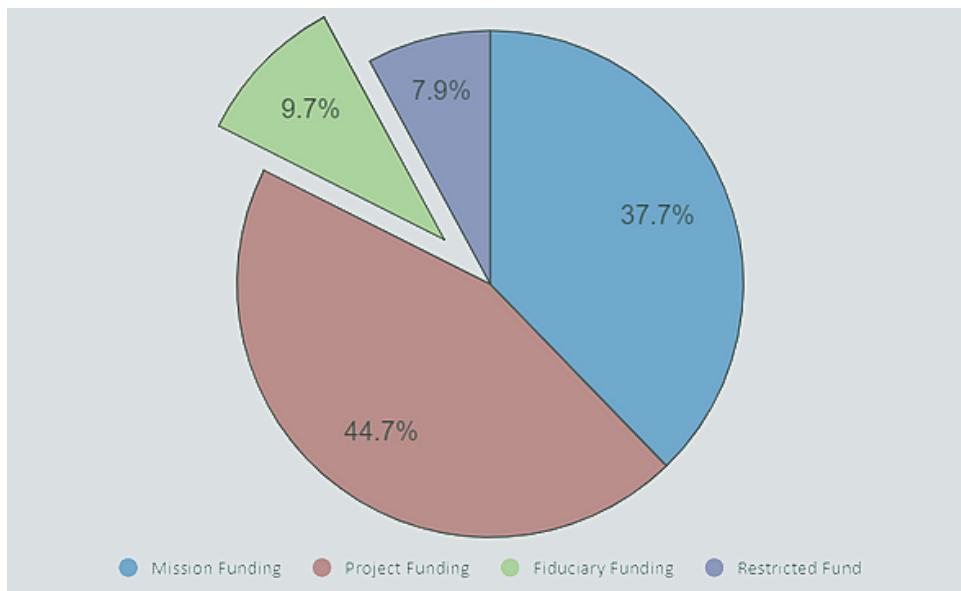
### **Helping Hands project**

In partnership with Bienvenue NDG, the NDG Community Council is supporting a group of local volunteers to share their experience, struggles, and successes as volunteers. This is an ongoing project that sees up to 22 volunteers meet online bi-weekly.

Throughout the pandemic, many volunteers have not been able to participate physically in their regular activities, which left many feeling isolated and unable to help their community as they usually do. The Helping Hands project became a group of volunteers helping other volunteers to organise activities amongst themselves and create their own volunteer opportunities. This project became an important part of the NDG volunteering community.

This year, with COVID still present, volunteer activities continued to be limited. However, 54 registered Helping Hand volunteers are eager to receive opportunities weekly and see what they can do to help the community.

The Council is funded by multiple sources (individual donors, foundations, the private sector, as well as municipal, provincial and federal governments). For approximately 10 years, our mission funding hasn't increased despite the rising costs of living. We continue to look for other sources to support underfunded projects and initiatives. We also continue to share funding with other groups to bring more resources to NDG. We focus on projects that specifically increase services and support for the most vulnerable populations and for the 4 Priority Sectors.



### **Special projects to alleviate the impact of the pandemic on our community and break social isolation**

This year again, we launched several fundraising campaigns to support initiatives that are under-funded but very much needed in the community. We got support from every direction: funding, cash donation, as well as time involvement. These generous contributions confirmed the importance of those projects and encouraged our team to continue to identify and support our community's needs.

Summary of support received for special projects:

- Second Harvest Program: grocery gift cards
- December Together Fund: 17 individual donations, Christmas dinner group, SAB - Kathleen Weil, 27 Volunteers, 9 Businesses
- Tax Clinics: 8 individual donations, SAB - Kathleen Weil, PCBMI, 40 volunteers
- Tech Savvy: 30 Volunteers
- Homework help: 8 individual donations, 1 organization, Fondation du Grand Montreal



# OUR SUPPORTERS

## FUNDERS

### **Mission Funding**

L'Initiative montréalaise de soutien au développement social local - (Centraide du Grand Montréal, Direction régionale de la santé publique, Ville de Montréal et l'entente Ville-METSS)

#### **Provincial:**

Direction de Santé publique- Agence de la santé et des services sociaux de Montréal - Programme de soutien aux organismes communautaires (PSOC)

#### **Foundation:**

Charitable Impact

#### **Individuals:**

79 individual donations

### **Project Funding**

#### **Municipal:**

Arrondissement CDN /NDG - Fonds de développement social - DCSLDS and Discretionary Budget from Elected officials

Fonds diversité et inclusion sociale en faveur des enfants et des familles vulnérables - Papa et Moi program

La pratique artistique amateur

#### **Provincial:**

Ministère de l'Éducation, du Loisir et du Sport - Soutien à l'action bénévole (SAB) (Bureau de Mme Kathleen Weil)

Le Centre intégré universitaire de santé et de services sociaux du Centre-Ouest-de-l'Île-de-Montréal (CCOMTL)-Mesure des Éclaireurs - 2021-2022

CIUSSS du Centre-Sud-de-l'Île-de-Montréal (DRSP- CCSMTL) mesure 3.1 Milieux de vie favorables - Petite enfance (MVFPE) de la santé publique.

#### **Federal:**

Service Canada - Summer Jobs Program

Employment and Social Development Canada - New Horizons for Seniors Program, Community-based projects

#### **Foundation:**

Centraide du Grand Montréal

- Action collective dans les Quartiers vulnérables
- Stratégie en développement des compétences et du leadership

Second Harvest

Fondation du Grand Montreal

**Individuals:** 33 individual donations (Tax clinic, December Together, homework help in the Community Centers )





# OUR SUPPORTERS

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## FUNDERS

### **Fiduciary Funding Sources**

The Council acts as a fiduciary for multiple projects and initiatives in partnership with various tables, committees, coalitions, residents, and new organizations.

#### **Art Hive NDG**

- Ministère de l'Éducation, du Loisir et du Sport - Soutien à l'action bénévole (SAB) (Bureau de Mme Kathleen Weil)
- SHIFT Program - Concordia University
- 12 individual donations

#### **Christmas Dinner**

The team of volunteers generously donated and cooked 13 turkeys along with cookies that our December Together volunteers distributed on the 25th of December.

#### **Projects temporarily on hold**

We continue to administer these projects' funding. However, this year, they were not active because of the pandemic:

Boom Service

Opera in the Park

PorchFest



# MANDATE

Since its creation in 1942, the NDG Community Council has worked to bring different stakeholders together - both the "Concertation" and "Mobilization" of people around issues in the community, and to provide "Services" when needed.

## **Building a strong team and collaborative partnerships**

In the past two years, the work environment changed drastically, and the community went through a big turnover in staff caused by burnout among others. At the Council, we were relatively good as we managed to keep the core team. Needless to say that it also taught us to adapt and keep adapting with every wave and every change in the team. It is important to note that the Council did not have any employees until the 70s, and the transition between volunteering and working took a while. Although volunteering continues to be an important part of the culture of the Council, having a strong team has never been more important. Meanwhile, the pressure is high to meet the rising expectations of residents and partners.

There is no better occasion than the 80th anniversary to strive for better working conditions and build a strong team - which will have an impact on the community and help us to better accomplish our goals. This year, we had several opportunities to look at our HR policies, benefits, roles and responsibilities. In addition to the funding we receive from Centraide and Fondation Lucie et André Chagnon (FLAC), both focused on capacity building of the team and collaboration with partners.

## **The HR Committee met several times and continues to work on improving the working condition of the Council team.**

The following is some of the work we did, it is just the start

### **Beantpreet Kaur**

#### **Concordia University-Human Systems Intervention program**

Staff and members of the HR committee had three sessions with Mrs. Kaur. The goal is to improve our work as a team more effectively and efficiently. An additional goal was to bring clarity to staff roles in terms of role autonomy and decision-making.

The sessions focused on role clarity, boundaries between different roles, and the respecting of boundaries.

## **Griffin Payne: Consultant-Researcher**

### **NDG Priority Sectors Collaborative Culture**

Funding from Centraide was given to the Council to support our work in the vulnerable sector. To help the Council in building a more effective collaboration in the priority sector, clarify and strengthen the way we collaborate with our partners, and strengthen the atmosphere of trust and the collective capacity of the actors through a community.

The objective of our work with Mr. Payne is to bring clarity to the role of the Council in the priority sector. To build trust and strengthen solidarity with our partners, we will go through a process of evaluating and documenting our work together as a learning community.

Mr. Payne also added a component to help in building the capacity of the team at the Council.

## **Alison Read: Consultant**

### **Human resources at the NDG Community Council**

Alison joined us a month ago to work on different documents such as salary policy, contracts, job descriptions, and evaluation.



The Council works in partnership with a multitude of community organizations seeking concertation on projects and funding opportunities. This allows the Council to work as a collective with other organizations and to reinforce positive outcomes for the residents we ultimately serve. After two years of COVID-19, the community sector has been severely impacted by high turnover rates and professional burnout as a result of the increasing needs of the population. Financial resources were also lacking in the past year as funders focused on promoting health services in an effort to reduce the impact of COVID-19 on residents. Concertation work often revolves around planning strategies for long-term goals. However, with pandemic lockdowns and restrictions wreaking havoc on our ability to plan, our goals had to be put on hold in order to focus our efforts on frontline work. Even with all these obstacles, we have maintained our partnerships and worked toward sustainable actions in the year to come.

This year, we were involved with a few initiatives as part of our mandate to support concerted actions locally and regionally. Our involvement varies between supporting or transferring information. The following are some examples:

We attended AGMS of groups in NDG; members of the working group of the Y; support the Advisory Committee of the Women on the Rise; member of CDN -NDG COVID Action Plan; QCGN workshops on BILL 96 and Economic Development; the Coalition for the Black Community; and more. Our support varies between attending, participating and organizing meetings.

### **Intersectoral (tables, committees, coalitions)**

This main networking and consultation body for different stakeholders to network and collaborate has demonstrated the necessity of such a structure during the pandemic. The healthy collaborative and flexible structure helped us in adapting and continuing in different conditions.





# CONCERTATION

## **Directors' Table (Since 2014)**

**Staff:** Rachel Begg, Halah Al-Ubaidi

**Partners:** YMCA Québec, Bienvenue à NDG, Jeunesse Loyola, Logis Action, L'abri en Ville, Fondation de la Visite, Prévention CDN NDG, CJLO, The Depot Community Food Centre, Eva Marsden Center, Women on the Rise, Carrefour Jeunesse NDG, Maison Mosaik, Concertation Jeunesse, Parents engagés pour la petite enfance (PEP), Centre St. Raymond, Black Community Resource Centre, Westhaven Elmhurst Community Recreation Association (WECRA), Head and Hands, NDG Senior Citizens' Council, O3 On Our Own, Walkley Center

The group had three (3) official meetings in April, August and October 2021. We continued to meet on Zoom but we went out of the crisis mood. Our discussions included the Director's needs and challenges, in addition to raising issues such as Bill 96. The group focused mostly on the Strategic Plan. We voted on the creation of an advisory group to work on the plan. We also had a discussion about the PIC funding and decided collectively that we skip the first application date with the intention to apply in October. The group continues to grow and we continue to support each other and share information about funding and other important information by email.

## **The Council and the “New Normal”**

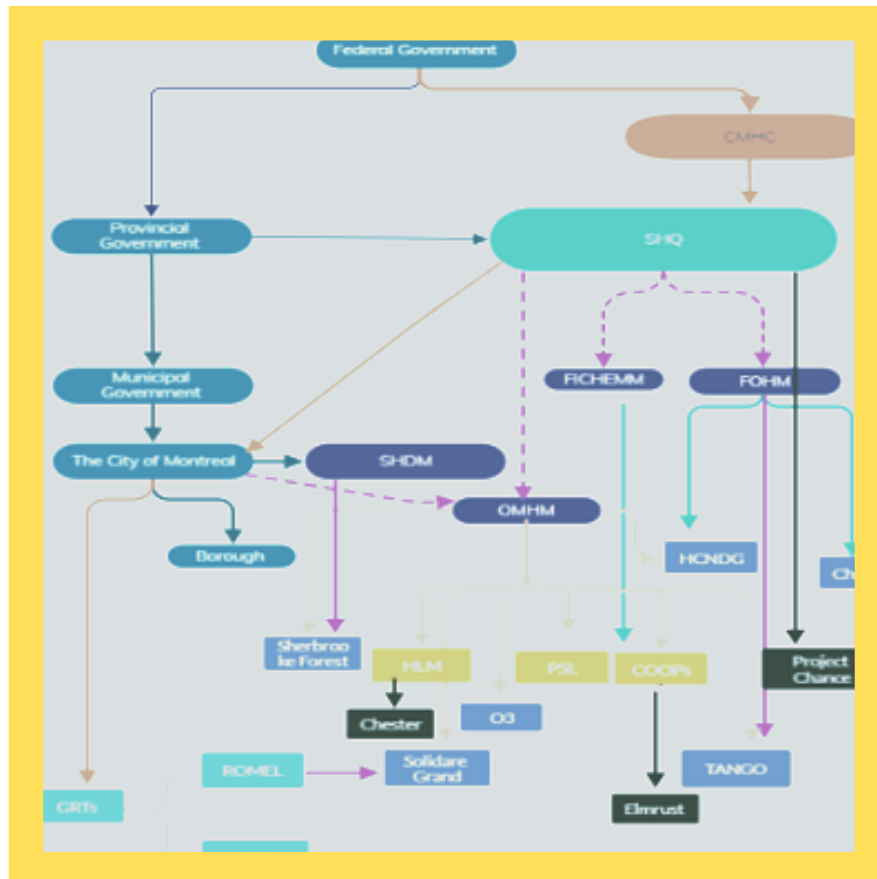
**Staff:** Council Team and Board

**Partners:** The greater NDG Community (various groups, CIUSSS, Borough CDN NDG, SPVM, Centraide, Kathleen Weil's office, elected officials and/or their representatives, and many activists and volunteers).

April 2021 marked an important time as the community started to learn how to live and work with the pandemic, its waves, as well as government measures and directives. With the vaccine and access to self-testing, some were comfortable going back to work in person while others wanted to stay prudent. That is when we started to use the hybrid meetings, a new term to add to our old list, which became shorter this year: confinement, vaccinations, masks, disinfection, breaking social isolation, social distancing, Zoom, Google Hangout, Microsoft Teams, variants, waves.

- We continue to meet with the CIUSSS (Suivi Covid-19 Avec nos partenaires) with less frequency: A space where partners received and gave updates, and asked questions

- We had two meetings with our MNA Kathleen Weil:
  - The general meeting was attended by leaders of several organizations in NDG that covered different issues like housing, seniors, immigrants, food, art, youth and families. We shared with our MNA our challenges and needs (40 groups).
  - Meeting with groups that work on housing, the meeting was also attended by another MNA. Mrs. Nichols is responsible for the Housing dossier at the party and representatives from our federal and municipal elected officials. The focus was on the condition of the social housing in NDG and the change in the program. AccesLogis. We also presented an organogram of the complex housing structure (Work by Winnifred Atimango) (12 groups).



- Community meeting: On 17 January 2022, we started the year with a community meeting with partners and groups to share, connect and update. There was general positive energy to go back to work and live with the Pandemic (40 groups).
- Partnership meeting between the Council and the CIUSSS-CO with Valerie Lahaie in June 2021: The Board and Staff of the council met with Mrs. Lahaie to better work together.

## **Strategic plan reflection 2021-2022**

**Marie-Charles Boivin, Patricia Garcia**

In May 2021, a Strategic Plan Reflection Committee was formed with the objective to establish a process to create the new Strategic Plan for 2022-2026. During the months that followed, the reflection committee arrived at a consensus on the criteria and the general guidelines for the Strategic Plan. Among other things, it was agreed that the Strategic Plan should contribute to reducing inequality, social exclusion and poverty, as well as also take into consideration the impact of the pandemic on the community. After a series of conversations, a process map was created early in 2022. Also, aiming to better understand the issues present in NDG, a data collection process was designed and implemented in March and April 2022. Citizens and organizations were consulted and a total of 260 participants responded to the survey questions. Thirteen focus groups were held and a total of 60 members of the community explored and shared their insights on the needs in the neighbourhood. From the data collection process, a working document that portrays the results of the surveys and focus groups was drafted.

The reflection committee is currently working on selecting the main issues that will be addressed in the Strategic Plan and will soon present a plan to continue with further consultation. The planning process will continue through the summer and the autumn of 2022 and the possibility of applying for a Collective Impact Project (CIP) will be considered. A draft of the strategic priorities/orientations will be presented to key actors in the community in early 2023. An action plan with objectives will also be created in consideration of both residents' and community organizations' points of view.

## **NDG Round Table**

**Staff:** Graziella Bieto-Challenger

**Partners:** All stakeholders working in and for NDG. Average of 25-40 participants at each meeting, depending on the theme.

We would like to start by thanking the members of the Planning Committee of the Round Table as they joined the team in the most sensitive time of our community's lives. Special mention to Despina Sourias who was an instrumental member of the Planning Committee until the end of September as a CJE representative.

- 1) This year we welcomed Karl Thomas of Prevention NDG who is bringing with him his knowledge of outreach and youth;
- 2) Susan Monroe of The Depot Community Food Center who has been instrumental in the dynamic of the committee and the awareness of community issues; and last but not least,



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3) Krystine Dobbs of Maison Mosaik is a constant reminder of the 0-5 population and the needs of families.

Since 2005, the Round Table has been a space that aims to create links, develop partnerships, and respond to the issues of common interest to NDG organizations. It is a space made by organizations and for organizations. This unique space, solely dedicated to organizations, has managed to remain strong and steady during the pandemic, offering a space to vent, seek support, share information and pull resources.

To bridge the gap between the former weekly crisis meetings, the Round Table's number of meetings has risen from four (4) a year to seven (7) a year. This allowed us to keep an active watch on the Pandemic variable. Furthermore, it allowed us to give center stage to fellow organizations of all sizes, young or mature, to present their work and news through an array of topics:

- May 21st, 2021: a meeting between community actors and the SPVM, PQ 11;
- June 30th, 2021: a review of the summer programming in NDG;
- September 9th, 2021: Summer update: Difficulties and successes;
- October 21st, 2021: Municipal Elections and Looking Ahead to 2030: Poverty Eradication;
- December 21st, 2021: SPVM fight against armed violence: Status report on armed violence in Montreal, Outline of the plan to combat armed violence;
- January 27th: Meet our new mayor Mrs. Gracia Kasoki Katahwa;
- 24 mars 2021: The Community pulse

By tackling these issues through this unique community space, the Council has fostered collaborations and a multi-sectoral approach to work towards both the quality of life as well as a strong sense of belonging within the NDG Community. This is the very same community that has been growing and proactive for 80 years.

*I have very much appreciated our regular Round Table meetings. As someone fairly new to NDG's community sector, it's been helpful to connect faces with names, to get candid accounts of what other organizations are working on. I always appreciate how friendly and honest folks are, and how we are all treated as equals and professionals.*

**Women on the Rise**, Hannah Stratford-Kurus

*The NDG Roundtable has always been an important resource for New Hope, especially during COVID! The Zoom meetings have enabled us to stay in touch with community partners, especially over the past two difficult years. Thank-you!*

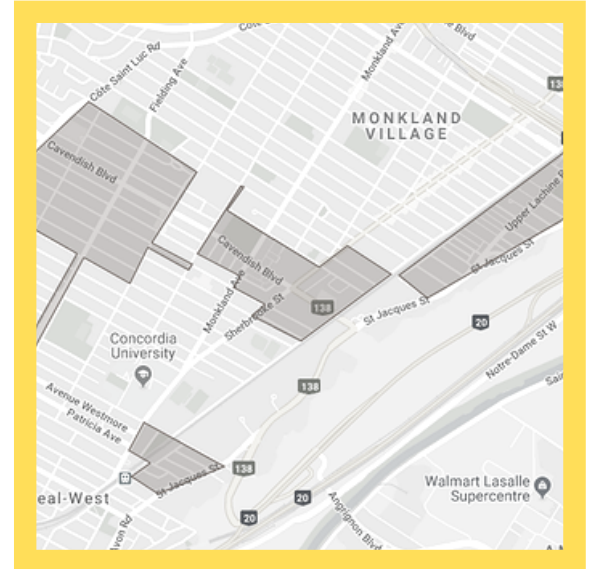
**New Hope**, Gerry Lafferty



# CONCERTATION

## PRIORITY SECTORS

Since 2006, the Council has been active in four (4) priority sectors (Westhaven, St Raymond, Fielding-Walkley, and Benny-Sherbrooke). These sectors were identified as facing a number of challenges in terms of the built environment, housing, services, and more. We developed Neighbourhood Committees with the objective to improve the quality of life in the neighbourhood, bringing together partners and residents in order to collectively respond to the various needs and to work on common issues in these sectors. The term “4 priority sectors” is now widely used by our partners and funders. The boundaries of these sectors are artificial and continuously changing. In part due to rising levels of gentrification in these sectors, we are seeing new areas of vulnerability popping up that we identify as a priority and need our attention.



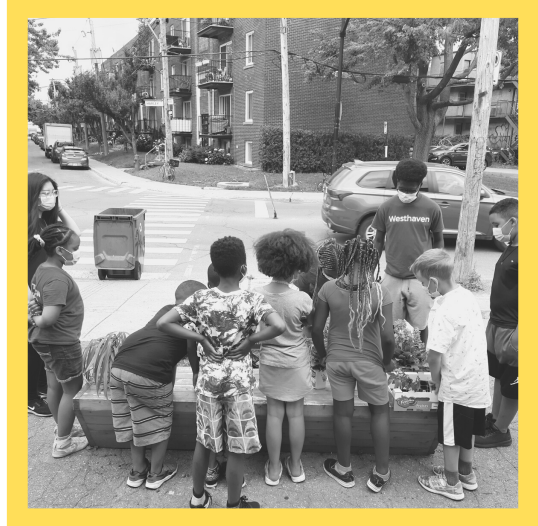
**Over the past year, our Community Organizers, as well as our outreach and mobilization team (supported by the Community Connectors and active partners on the neighbourhood committees), were able to continue their work to support residents in these sectors by making a positive impact on their lives. This year, however, we had to make some difficult choices about where to dedicate our resources. Personnel changes and pandemic-related health and safety measures dramatically affected our ability to maintain the same level of community work as in past years. We have had to re-think our approach to community organizing by openly discussing the limitations of the team.**

Sustained and focused efforts over the past 15 years laid the foundational groundwork and meant that these priority sectors were better prepared to face a major crisis. Our experience and connections, combined with the collaborative efforts of our partners and donations from funders and community members, helped establish a strong level of resilience in these areas.

**Staff:** Youssef Henein

**Support:** Jing Bai and Julie Cormier

**Partners:** Westhaven Elmhurst Community Recreation Association, Arrondissement Côte-des-Neiges - Notre-Dame-de-Grâce, Logis Action, SPVM, Prévention NDG, West-Can Folk Performing Company



### Highlights

#### Partners

- The Westhaven Neighborhood Committee took a brief hiatus due to changes within the partner organization. However, we were still able to help knowledge transfer to new table members to ensure the sustainability of actions.

#### Residents

- The project "Tous ensemble pour un Westhaven en santé", funded by CIUSSS Centre-Sud, continued with strength up until August. At this time, it entered a latency period due to the transition in the staff of the Council and the Westhaven Center. Spring and Summer 2021 were very active: 50 residents filled the survey regarding the use of the Westhaven Center outdoor space during kiosks, door-to-door outreach, and online consultations. It allowed the creation of a design for the space, including gardens and a green area. The design was presented online to residents and partners to get their feedback. In June, volunteers, Council staff and kids from the Westhaven Center planted herbs and vegetables in the gardens for the community.

#### Built Environment

- The Westhaven Neighborhood Committee, in collaboration with the NDG Housing Table, continues to follow the development of the former Elmhurst Housing Co-op site.

**Staff:** Youssef Henein

**Support:** Julie Cormier and Emily Cuellar-Villeneuve

**Partners:** Borough Côte-des-Neiges - Notre-Dame-de-Grâce, Logis Action, SPVM, Habitation communautaire NDG, Logements communautaire solidaire Grand, Mission Old Brewery, OMHM



## Highlights

### Partners

- Several meetings were held, where participants identified the issues present on Grand Boulevard and their needs. They established specific objectives with respect to deepening community support, improving communication between groups with special-needs clients and Old Brewery Mission, maintaining social diversity while ensuring the safety of residents, and finding a community space or recreation area nearby for residents.

### Residents

- With personnel changes and loss of funding, the Council decided to prioritize Grand Boulevard as an area within the Saint-Raymond sector due to its high vulnerability. We selected special projects to remain active in the area. Throughout the summer, to break social isolation and reconnect with residents, we hosted many outdoor activities like St-Jean BBQ, Christmas in July, lemonade stands, spring clean up, and more. The Council also set aside a budget to implement the Community Connectors project, specifically for residents of this area.

### Built Environment

- The NDG Community Council, supported by residents, the Centre communautaire Saint-Raymond and the NDG Pedestrians and Cyclists Association, brought attention to the issues related to the railway crossing infrastructure in the sector, namely, Melrose Tunnel, Grand Boulevard Overpass and Decarie Viaduct.

**Staff: Sharon Sweeney**

**Support:** Carlos Primiani, Jason Pitsilis, Andreanna Vinci, Deborah Barandereka, Sean Coates

**Partners:** Ça Pousse!, Eco-Quartier, Walkley Center, UrbaNature, Borough CDN NDG, Fondation de la Visite, The Depot Community Food Centre, Residents, Véloration, HCNDG, Women on the Rise, Papa en Action (Maison Mosaik), Prévention CDN-NDG, CIUSSS-CO, Hip Hop You Don't Stop, Ville de Montreal, WIN, Kells Academy



The Measure-17 task force continued to work on the project Verdissement de Fielding-Walkley, funded by CIUSSS Centre-Sud. The project focuses on studying the effects of heat islands on the neighbourhood and its residents, in addition to designing and building cooling stations.

**Highlights**

**Partners**

- After the groundwork that was done in 2020, we had the full support of the City of Montreal.
- The three-year action plan is underway and we have been using it as our guideline.
- Partners participated in the creation of workshops and animation of the space.
- The task force hosted a series of workshops every other Wednesday, as well as a follow-up survey.
- Data collection included participant observation and in-depth interviews with adult gardeners, neighbours, and youth. Results suggest that the garden programs provided opportunities for constructive activities, contributions to the community, relationship and interpersonal skill development, informal creation of defensible space, and increased interest in nutrition.
- The David Suzuki Foundation included gardens of Walkley in the Butterfly Way map.

**Testimonial**

*Working with the Measure-17 project was a rewarding opportunity to become engaged with my neighbours, my community and with the NDG Community Council. It was a privilege to learn from my fellow neighbourhood gardeners as we worked side by side, sharing our resources, our plants, our gardening tips and building a community. Most of all, we were able to get to know the children and adolescents from our community and see how over the course of the summer they grew their curiosity, knowledge and investment in the community garden project themselves. Being involved in this garden was a renewal of hope that together we are creating another step toward a lasting, positive change for our NDG community.*

- Bianca Zampino Kowal



## Highlights

### Residents

- The benefits to the gardeners and volunteers worked very well in tandem with the good food market and the programming at the Walkley Center.
- There was an increased sense of community cohesion, and increased physical activity; many stated it improved their mood. Participants and residents expressed that they were proud to be involved.
- Residents of the neighbourhood are now using their skills to teach and train the youth.
- Food security and crops that residents were interested in were a large focus of our discussions.
- Bianca Zampino Kowal led workshops for the children who participated with regards to the impact of milkweed and gardening.

### Built Environment

- We were able to identify the parking lot of the Walkley Center as a location that needed to be greener and more convivial for the residents of the area.
- The task force presented a plan for the terrain of the parking lot based on the canvassing, exploratory walks and surveys designed by Carlos Primiani and Jason Pitsilis. The borough integrated many of the suggestions into their updates of the parking lot.
- We planted a collective garden with eggplant, basil, mint, big thyme, tomatoes, and much more!
- The games that were painted on the cement created an increased sense of community and allowed for an informal play area.
- The space at the Walkley Center allowed the residents of Fielding-Walkley to be natural place makers. The space that was created helped contribute to the sense of community and safety, as it is important for children to be able to play close to home.

# CONCERTATION

## BENNY FARM - SHERBROOKE

**Staff:** Sharon Sweeney

**Partners:** Head & Hands, On Our Own (O3), Les Habitations Tango, Benny Farm Families, Chez Soi, PREV CDN NDG (Seniors' Outreach), The Depot Community Food Centre, Borough CDN NDG, Véloration, Sherbrooke Forest Art Hive, PAAL, SHDM, CJE NDG, Benny Library, Bienvenue à NDG



Regarding social housing, Benny Farm has long been believed to be a well-placed and well-serviced sector, due to the concentration of resources such as the library, the CLSC, the Cultural Center, and a few essential stores. Benny Farm has the largest concentration of social housing as well as the most multi-unit apartment buildings in NDG. Centralizing social housing and creating a mixed city has been advantageous. However, over the years, support for the complexities of managing social housing has not been equivalent to the need. Housing organizations must regulate problems associated with housing such as heating, mold, and hot water (to name a few issues), along with the added workload of good governance.

**Highlights**

**Partners**

- Benny Farm is officially recognized as a priority. We have engaged partners to join us in a needs assessment so we can better service an area that has a high number of low-income families, seniors and individuals.
- The biggest endorsement for Benny Farm was the buy-in from Centraide. The information from the census tract and the door-to-door outreach done in the area provide strong evidence that intervention is needed on the ground.
- We mobilized housing organizations so that we may have an impact with the various forms of governments that can advocate and help the housing organizations achieve their goals of offering safe, clean and affordable housing.
- Through talking to partners and residents, a number of needs were reported: better identification of community needs and priorities, and trust among residents requiring services. Despite the lack of funds to support our work in that sector, we continue to look for opportunities to create strong collective actions.



# CONCERTATION

## BENNY FARM - SHERBROOKE CONT'

### Highlights

#### Residents

- Anecdotal evidence and in-depth conversations with residents and partners have identified the need for external professional support for residents that are struggling.
- We created a link with the residents of Sherbrooke Forest and the SHDM.
- SHDM created a Users Committee for Sherbrooke Forest. We identified residents that would like to participate in this committee through outreach and being on the ground.

#### Built Environment

- Expanding the sector: Throughout our work and interventions, we have become acutely aware of the needs of an extended area of the sector. We have started to prioritize neighbouring streets such as Madison, Montclair, lower Walkley, as well as Sherbrooke to the west of Cavendish. The census tract for the area supports our findings.

### Coalition Montréalaise de Table de Quartier (CMTQ)

There are 32 Neighbourhood Round Tables or "Tables de Quartier" that work on local social development in Montréal. The CMTQ intervenes on common issues in the neighbourhood such as local social development, improving the quality and living conditions of the residents, and the fight against poverty and social exclusion.

The Council left the Board of the CMTQ in June but continued to be an active member at all their meetings. In addition, we participated in consultation meetings for the *Projet Impact Collectif (PIC)* and the cadre de référence of *l'Initiative montréalaise de soutien de développement social*.

### Impact

These recent difficult times led to certain silver linings. CMTQ gained high recognition from different funders, especially *La Fondation Lucie et André Chagnon (FLAC)*, who will be giving a substantial amount in funding to all the tables for the coming five (5) years. With this funding, the 32 Tables will be enabled to consolidate, play their pivotal role in local development, stabilize their teams, increase their resources, and retain their expertise. This is the result of the work the CMTQ does in support of its members of thanks to the funding we receive from *l'Initiative montréalaise de soutien au développement social local*.



# CONCERTATION

## SECTORIAL TABLES, COMMITTEES, COALITIONS

NDG is rich in organizations that work on specific issues and/or with specific populations. The Council team coordinates, co-coordinates, or participates on many Tables and Committees to ensure the transfer of information among the different issues and client-based Tables.

This year, we sensed a renewed interest in concerted actions as we head into a more normalized work mode.

### **Food Security Coalition**

**Staff:** Rachel Begg, Halah Al-Ubaidi

**Partners:** Women on the Rise, New Hope Seniors' Citizens Centre, CIUSSS Centre-Ouest de l'Île de Montréal, The Depot Community Food Centre, Head & Hands, mind.heart.mouth, ACT Project Concordia

The Coalition's mission is to improve the capacity of community members to ensure food security for all residents of NDG. To this end, the Food Security Coalition has been active in supporting the development of various joint initiatives between our partners to meet the needs of their most vulnerable clientele, sharing information between partners about regional initiatives in food security, and fostering collective action against the root causes of hunger in our community.

### **Highlights**

- The table continues to support food initiatives and projects in the neighbourhood while discovering new opportunities for eliminating food deserts.
- The strength of the table is it allows for collaborative information sharing around different needs that arise. As the cost of food augments so do the needs of residents in Notre-Dame-de-Grâce.
- We had two Table meetings in 2021. We also had several meetings with Dawson and the NDG Food Depot to build on the project to study food security needs in NDG. Due to the lack of resources in addition to several changes in partners, we did not have any meetings in 2022.
- It might be time for a reevaluation of food security needs in NDG as new food initiatives are created to meet the needs of residents. The pandemic and food price increases are huge contributing factors to the vulnerability of families in the area, but we do not know to what extent.





# CONCERTATION

## SECTORIAL TABLES, COMMITTEES, COALITIONS

### Housing Table

**Staff:** Youssef Henein, Halah Al-Ubaidi

**Partners:** ROMEL, Logis Action, OMHM, Habitation Communautaire NDG, Borough CDN NDG, Groupe CDH, Logements communautaires et solidaire Grand, Liberté, CIUSSS

The NDG Housing Table is a consultation table that brings forward the issue of affordable and subsidized housing for NDG residents. The Community Council co-coordinates the table with Logis Action. This Table focuses on various issues related to housing, including the rights and obligations of tenants, the maintenance of the rental stock in good condition, the development of social housing, and sanitation.

### Highlights

- The Table established a database of social and affordable housing in NDG. We worked with an intern from Concordia University to collect the information, as well as with our partners for more precise data. The database shows the location, the number of units, the ownership group (Coop, OBNL, HLM, SHDM), the typology of the units, and the number of subsidized units.
- The Housing Table worked during the pandemic on providing essential services to the housing organizations, such as security services and personal protective equipment.
- During 2020 and 2021, the housing table collaborated on the development of new social housing units in NDG. This is a goal that the table puts as a priority for the upcoming few years in order to respond to the imminent need for housing in the neighbourhood.
- In the year 2021, residents spoke out about the appalling conditions of their building's garbage management. The Council followed up with SHDM and the Borough regarding the unsanitary conditions in the building on Sherbrooke and Grand Boulevard.
- The Council worked with Intern Winnifred Atimango from Social Work School at McGill University. Winnifred reviewed the different housing programs according to government level, and then created an organogram that was presented at the Housing Table for feedback and comments.



**Gulnar Mousa**

Feb 20 · 👤



It was a great round table meeting for community organizations in NDG with our MNA. Housing remains a priority for families with modest income, youths, and seniors. Hope we can solve this crisis somehow. Thank you to NDG community council for organizing this..

### Space Coalition

**Staff:** Youssef Henein

**Support:** Halah Al-Ubaidi

**Partners:** Westhaven Elmhurst Community Recreation Association, Carrefour Jeunesse Emploi, Loyola Centre, Debra Fogel (resident), Bienvenue à NDG, The Depot Community Food Centre

The Space Coalition continued to be active over the last year, examining the critical issue of access to community space in NDG. The need for organisations to have affordable, adequate, long-term space emerged as an increasingly pressing issue over the last year. This issue was actually enshrined as a priority area for action within the NDG Strategic Plan, particularly under Goal 2: "Increase availability of long-term, accessible, multi-purpose buildings and green spaces for all". It is worth mentioning that the needs of some organisations in terms of space have changed drastically due to COVID-19 and working from home.

#### Highlights

- We continue to follow up on rising opportunities and document the challenges and needs.
- We follow up and share information from *LOCO Montreal*, a non-profit organisation that advocates for local and affordable community space.
- We followed up on the issue of the Empress and Trinity Church with our elected officials and partners.

### Arts & Culture

**Staff:** Sharon Sweeney & Michelle Caron-Pawlowsky

**Partners:** St Raymond's Centre, PAAL, Art Hive NDG, Opera in Park, ELAN (English Language Arts Network), Cultural Centre Benny and Botrel, The Wheel Club, Notre Dame des Arts, Art Hive Network, Dr. Shelley Butler, Ann-Flor Rochembeau, Espace Knox, Montreal Children's Theatre, Hip Hop You Don't Stop



The goal of the Arts & Culture Table is to offer organisations, collectives, artists and individuals the opportunity to meet collectively, to support each other, and to share funding, platforms, and resources. This year was an exceptional year as we were able to both rely on and support our artists who, throughout the pandemic, have had so little opportunity to create and share their talents. Much of the year was spent strategizing ways in which we could highlight the impact that arts and culture have on our daily lives and our well-being.

### Highlights

- The Council took an active role in supporting the National Film Board of Canada in the final stages of a documentary project. In particular, the NFB required street closings to film and document a mural. This filming allowed an important story of NDG to be widely shared and acknowledged.
- We supported St. Raymond's Centre to submit a proposal for their musical program "KidLink to Music", to be renewed for a second year.
- We hosted the second edition of NDG Reads. This year, the theme was Truth & Reconciliation. Our coordinating committee worked for six months to organise this hybrid event. Elders, leaders, authors and dancers were in attendance.
- Through SHIFT funding from Concordia, we hired a student who created an art impact database. By surveying artists and collectives, we were able to get a better understanding of how people in the neighbourhood consume art and assess the importance of art in priority sectors.
- Linked residents who are creating art to the library and the cultural centres at both Maison de la Culture Notre-Dame-de-Grâce and the Notre-Dame-de-Grâce (Botrel) Library.

### NDG Intercultural Table

**Staff:** Jing Bai

**Partners:** Bienvenue à NDG, Maison de la culture Notre-Dame-de-Grâce, Bienvenue à NDG, NDG Art Hive, Carrefour Jeunesse Emploi-NDG, AMI, The Dépôt Community Food Centre, Borough CDN NDG



NDG Intercultural table (ITNDG) facilitated a series of intercultural events in the NDG community. These activities aimed to provide an opportunity for people from different cultures to learn and share ideas and challenges about culture.

### Highlight

Over the period of one year, the NDG INTERCULTURAL TABLE hosted three events in a hybrid mode. The events and activities provided an open space for community conversations aiming to break down barriers and address issues of racism in our community. The initiatives were funded through Ville de Montréal, Heritage Canada, Maison de la culture NDG, and discretionary Funds from our councillors in the Borough of CDN-NDG.

### Local Economy and Employment

**Staff:** Sharon Sweeney and Halah Al-Ubaidi

**Partners:** Bienvenue à NDG, CJE NDG, OMETZ and Borough CDN NDG

The Local Economy Coalition aims to promote and encourage access to employment, entrepreneurship, and labour in NDG. The local economy table was on pause as we focused our efforts on BizNDG and how we can spend the monies received from the crowdfunding campaign.



### Highlights

- One of the highlights was reaching out to the Local Economy and Employment Table to ensure that there is interest moving forwards. The partners are interested, engaged and ready to move forward with renewed energy.
- The Council has a seat within Biz NDG as an Ex Officio member. The role has been to create links with merchants and to support and advance the works of Biz NDG. Biz NDG has had a very successful year with two employees as well as the support of an economic development agent in the borough. They continue to work with the support of the borough to develop our first (Société de Développement Commercial) SDC in NDG.
- As a result of our involvement with Biz NDG, we were the recipients of the crowdfunding campaign in late 2020. We used the financial contribution to host "NDG Reads" and "ScaveNDGers". ScaveNDGers took place between April 15th and April 25th, 2022. Organised collaboratively between the NDG Community Council (project coordinators: Michelle Caron-Pawlowsky and Sharon Sweeney) and Biz NDG (project coordinators: Francis Blouin and Oscar Morales), the goal of this NDG-wide scavenger hunt initiative was twofold: (1) to showcase the multitude of local businesses in NDG, and (2) provide residents with the opportunity to explore and enrich their knowledge of NDG. Winners received gift certificates from local businesses and participants told us that the project helped them discover new businesses, share their appreciation of local merchants, and have a great time with their families.

### Testimonial:

*"Just wanted to thank you for an incredible afternoon of local fun with my kids :) We had such a great time, and I think this is probably my favourite NDG initiative ever – a great way to celebrate our favourites and find new ones too! Thanks so much for [...] creating this wonderful hunt!!!" - Mike, NDG resident*



# CONCERTATION

## SECTORIAL TABLES, COMMITTEES, COALITIONS

### **Tax Coalition**

**Staff:** Julie Cormier

**Partners:** The Depot Community Food Center, Bibliothèque Cote St-Luc, CIUSSS, Marsden Center, Walkley Community Center, St-Raymond Community Center, CJE NDG

The Tax Coalition is composed of different organisations from the neighbourhood offering tax services to low or modest-income residents. The aim of Tax Coalition is to offer good quality service while sharing resources and efficiently managing the tax season. The group is always looking to engage new members in order to improve services for residents, and to ensure residents receive all the governmental help to which they are entitled.

### **Highlight**

- Partners had to adapt again to the health regulation. Although no tax coalition meeting was held, members shared their needs, their offers of support, and their good practices through phone exchanges or group emails. This allowed services to be almost as effective as in regular non-pandemic situations.
- Coalition members supported each other through the season by the sharing of interns, volunteers, and knowledge.

### **Table 0-5 ans Cavendish**

**Staff:** Emily Cuellar Villeneuve

**Partners:** Head & Hands, Fondation de la Visite, Women on the Rise, Maison de la famille Mosaik, On our Own (O3), Parents engagés pour la petite enfance (Pep), Bienvenue à NDG  
The Table covers the territory of the former CSSS Cavendish, namely Notre-Dame-de-Grâce and Snowdon-Ouest, and the cities of Côte-Saint-Luc, Montreal West, and Hampstead.

### **Priorities include:**

- Contribute to the development of school readiness;
- Contribute to the accessibility and continuity of existing services within the territory of CSSS Cavendish, and support the development of new services that are in demand;
- Prioritize families and children in vulnerable situations;
- Support the development of parenting skills;
- Contribute to the creation of conditions conducive to family life.



# CONCERTATION

## SECTORIAL TABLES, COMMITTEES, COALITIONS

### Impact

- Our first year coordinating the 0-5 Table has been an excellent experience in fostering trust between table members, which also enabled us to collaborate around different emerging needs. Keeping each other informed of the difficulties that families are facing helped us better strategize for the future outcome of our Table.
- As a Table de Quartier, we are experienced in bringing together community actors around emerging issues. This year, we came at a time of need for a group who was greatly impacted by the loss of funding. A core principle at the Council is to work on the sustainability of Tables to promote multisectoral work.

### NDG Health Working Group

**Staff:** Graziella Bieto-Challenger

**Partners:** Anne Usher (resident), Susan Usher (Researcher, health system reform at Centre de recherche du CHUM), Heather McIntosh (resident), Kyristal Andrews (African Canadian Development and Prevention (Network-ACDPN), Gail Tedstone (resident), Jean Williams (resident), Miranda Potts (Prevention CDN NDG), Sheri McLeod (Marsden Center)

The NDG Working Group on Health is a working group of the NDG Community Council whose membership includes residents of the neighborhood as well as community organisations. The Working Group works with the community of NDG to help ensure that residents have the resources and information necessary to access health-related services, and to promote the health and well-being of the neighborhood. The Working Group looks at issues surrounding access to the health system, while seeking opportunities for collaboration which lead to improved access for all. This Working Group maintains a particular focus on members of isolated communities, including youth, seniors, new arrivals, persons with precarious status, persons with mental illness and persons with low-income. The circumstances of the pandemic on health and social services has put this group's activities temporarily on hold.

### NDG Youth Table - Regular Member of Table & Member of Coordination Committee

**Staff:** Graziella Bieto-Challenger

**Partners:** 28 Table Members

The NDG Youth Table is a coalition of community organisations that works with teens and young adults in NDG to consolidate efforts and promote initiatives, with the goal of improving the health and quality of life of local youth and their families.

- In 2021, the Council ensured the continuity of the Youth Table during the coordinator's maternity leave by integrating youth issues into the Youth and Family Crisis weekly meetings. This period has allowed us to become better partners, as well as deepen our relationship with centers and partners working with youth.



# CONCERTATION

## SECTORIAL TABLES, COMMITTEES, COALITIONS

- In March 2021, the Council joined the Coordination Committee and took on a more significant role by giving input and support to the following actions:
  - Supporting budget-related decisions and providing input on DRSP-funded projects;
  - Following up on and giving input on the shaping of various projects and programs, such as the Youth Mental Health project, the Youth Housing Project or the Youth outreach worker
  - Taking an active role in the animation of regular meetings (note-taking, defining rules).

### **École Saint-Luc - Community Board Representative**

**Staff:** Julie Cormier

**Partners:** École Secondaire St-Luc, parents

The École Secondaire St-Luc is our local French high school. It serves youth aged 12 to 17 who are mainly in NDG. This school has a population that is a little over 2000 students who are originating from 102 countries and speaking 64 different languages, walking through its doors every day and attending one of its multiple programs. Being the local public high school, the Council believes it is important to represent our most vulnerable families on the decision-making level. Although the school has the interest of all its student at heart, the involvement of one of our community members on the Board, who also happens to be a staff member, has led to impactful changes for the more vulnerable students and families.

### **Impact**

- Highlighting the needs of the families living with a lower income and those with language barriers in all discussions on the Board and in committees;
- Creating of a free snack basket available for students at recess;
- Organising a second-hand uniform sale in August at the school, selling 780 pieces of uniform at a very low price and some school supplies for a total of \$6,000. All funds raised were reinvested to buy uniform gift cards from the supplier to distribute to families in need;
- Changing of the official dress code for a non-gender specific dress code;
- Distributing free school material in September for the students in Welcoming Classes;
- Participating in a sub-committee, revising the uniform requirements and implementing a new rule of flexibility (which removed the obligation to buy the uniform from the supplier);
- Presenting local resources to the staff of the schools, answering their questions and link to diversés organisations.

The year 2021 is another one heavily impacted by COVID-19. During this year, breaking isolation remains one of our top priorities. Our mobilisation and outreach team continues to seek bonds and mobilise groups, residents, and businesses. We carried on familiar projects and took on the challenge to create new projects while abiding by the health guidelines. However, none of this would be possible without the support of our dedicated volunteers, our residents in NDG, and our partners. Thank you for your emergency funds, donations, manpower, etc. With you all, we have truly become an all-around complete team. Thank you!

Mobilisation at the Council aims to support community/resident initiatives that:

1. Respond to the social and health needs of communities;
2. Promote the mobilisation of a significant number of people around common objectives and projects;
3. Mobilise a significant number of people around common objectives and projects in response to the needs experienced by a group of people;
4. Act to improve the quality of the social fabric and the development of communities.

Our projects are in accordance with the social determinants of health and well-being to improve the quality of life in the neighbourhood.

Specifically, we aim to:

1. Address the determinants of health and well-being and increase individual, family, and community responsibility for health and well-being through prevention and promotion;
2. Promote the adaptation or rehabilitation of persons, their social integration or reintegration
3. Reduce the impact of problems that compromises the balance, development and autonomy of individuals;
4. Foster the recovery of health and well-being of individuals;
5. Promote the protection of public health;

The following is a description of our reinvented projects and initiatives, as well as new projects and the impact they had on our residents and community at large.



# MOBILISATION & OUTREACH

## Outreach

**Staff:** Emily Cuellar Villeneuve, Jing Bai, Julie Cormier, Zhuo Yi Xu, Sean Coates, Mona Tajbakhsh, Sarra Ben Salem and Kimberly Richard

**Summer Student:** Maria Tymchuk

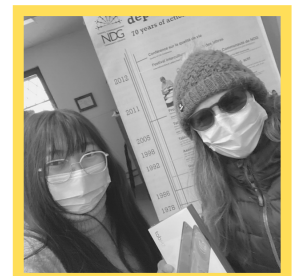
**Partners:** Logis Action NDG, Somerled Metro, Provigo Mehdi Tallaah, Provi-Soir Office Municipal d’Habitation de Montréal (OMHM), The Depot Community Food Centre - Food Markets, Habitation Communautaire NDG (HCNDG), Logement Communautaire Solidaire Grand,



After the impact of COVID-19, in 2021, our outreach team focused on bringing the community back together through different kiosks and outdoor festive events such as neighborhood barbecue, the wheel game and community gardening. These events were the perfect opportunity to reconnect with residents and to update each other on their lives. Surveys and needs assessments also took priority in order to reassess residents’ needs and concerns post-COVID. The team went to different food markets and parks in NDG to do the survey. In addition, our outreach team participated in vaccine clinics to mobilise people to get their vaccines and to promote different community resources.

## Highlights

- **Wheel game:** Having spent all of last summer surveying residents the team felt that general outreach needed some new tools. We created the wheel game as a result! A wheel of fortune type build with fun questions to get residents talking about the community with fun prizes to win. Our goal here was to get a pulse for the neighbourhood as Covid-19 restrictions began to lift. It was nice to see the public in person again. In total 303 residents were surveyed and we had approximately 35 winners of gift cards or electronic Tablets.



# MOBILISATION & OUTREACH

- Grand Boulevard Asset Survey + Animation: Having done a number of activities in 2020 on Grand Boulevard we started working on developing trust with the community there. This year, we focused on getting to know the area better through our assets survey, another tool meant to mitigate survey fatigue. In this document, we focused on what residents loved about the community and what made them resilient as a person. A total of 55 residents answered the survey, and with the results, we started animating more events in the area.
  - Council Jane's walk - 27 April 2021: Discovery of the Grand Boulevard Area and its built environment. All staff were invited to walk through and examine the surroundings. We discovered many opportunities for future green spaces. We also noticed poor housing conditions side by side with social housing
  - Grand Boulevard Spring clean - June 17th; In preparation of our BBQ event residents of the area came together to clean the surrounding area
  - Grand BLVD BBQ (St-Jean) - 23rd of June 2021; Burgers and hot dogs served with live musical performances. We received our provincial MNA Kathleen Weil and animated a mini-parade around the block.
  - Christmas in July - 25th of July; the origin of the concept goes back to a time when the majority of Quebec workers were on vacation at the same time during the last two weeks of July. The Council hosted a celebration, serving traditional Christmas log cake, on Grand Boulevard with partners
  - Lemonade stand - 25th of August; Sweet snacks and a cool beverage were served to residents while we talked about services and what was missing in the area.
- General resources & door to door outreach with partner organizations throughout the year. Organizations would partner with our outreach team to distribute essential information about services and programs in the neighborhood



## Health and Social Impact on residents

While the objective of these activities was to break social isolation, we also made sure to promote health measures by distributing free masks and information about COVID-19, testing and vaccination centers. Having a team on the ground is an important asset for organisations; information flows back to the table, allowing for discussion of key issues and the creation of collaborative solutions. Some of the issues identified over the summer included the need for air conditioners for seniors, language barriers, difficulties paying for food and rent, and technology challenges. A large increase in the number of residents with mental health needs with little or no resources available.

**Number of people affected: over 500 people**

## December Together Initiative

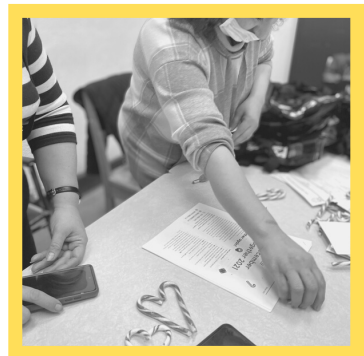
**Staff:** Michelle Caron-Pawlowsky, Anita Valentina and Julie Cormier, supported by Council team (planning and implementation)

**Partners:** Residents, businesses NDG Traditional Christmas Dinner volunteers and organisations.

The restaurants that provide hot meals and hot chocolate for a very reasonable price and collaborated with us to deliver the meals were: Oxford Café, Local 75, Notre-Boeuf de Grâce, Côte St-Luc Bbq, Mate Latte, Olivia's Authentik Chicken, Momesso and Second Cup

We also received donations from small businesses to add to the residents gift bags from: Provigo Mehdi Tallaah, Confection Camomille, Créations Lyart, Création MiLou, Divine Creations, Confiseries Marie-Ève and Mesdemoiselles Nature

Community organisation partnered with us by donating or collaborating: Biz NDG, Montreal Business Women, Benny Cultural Center, The Depot Community Food Centre, New Hope Center, La Ruche D'Art NDG.



## The Initiative in Numbers

- 27 volunteers
- 582-holiday meal deliveries from 7 local restaurants over 6 days
- 13 Turkeys were baked and more than 100 packages of homemade cookies were prepared by the NDG Christmas dinner volunteers
- Hot chocolates were served in the streets of NDG, sourced from 2 local restaurants and cafes

**Funding:** 17 individual donations, Christmas dinner group, Second Harvest, SAB - Kathleen Weil  
This initiative was created following the cancelling of the Christmas Dinner in 2020, and the results of our survey to identify available resources in the community during the holiday period. This initiative quickly and organically developed to become “December Together”. It was so successful in 2020, that there was no other option than reconducting it for a second year.

# MOBILISATION & OUTREACH

We believe that the objectives identified for this project - notably to break isolation and foster a sense of community and solidarity - have all been achieved once again. Believe it or not, this year was even more challenging than the previous one: our holiday coordinator had to be confined as she had closed contact with someone COVID positive a week before the start and so did many volunteers over the period. 100 traditional turkey meals were supposed to be delivered to residents on Christmas day thanks to the Christmas dinner volunteers but instead we received 13 whole turkeys and home baked cookies that were delivered to families.

The project had a measurable impact on the community, clearly seen through all the excellent feedback and support we've received. Behind the statistics are families who brought hot meals to their isolated neighbours, volunteers who walked the streets of NDG with hot chocolate, and local restaurants that turned on their ovens in solidarity with the people of the community.



## Testimonials

*Please extend my thanks and appreciation to everyone at the NDG Community Council and its partners for your generosity in organising and distributing the December Together holiday meal (and good bag) at our HLM yesterday.*

*To whichever restaurant prepared the meat sauce spaghetti - yum! That's the meal I received and it was very enjoyable. I'm sure the other meals were as well.*

*To The Butterfly Group at CPE NDG Play and Care Center - thank you for the hand-made sparkly greeting card.*

*To "Stella", the lady who hand-wrote an encouraging message in (how many?) greeting cards - thank you!*

*To everyone - thank you for your hard work, which I am sure touched many hearts here at St-Raymond. Best wishes for 2022, and I am looking forward to working with you again.*

Best regards,  
Shirley



# MOBILISATION & OUTREACH

## **Outreach Support Group**

**Staff:** Emily Cuellar-Villeneuve

**Partners:** Eva Marsden Center, Prévention CDN-NDG, Saint-Raymond Community Center, Walkley Community Center, Westhaven Community Center, The Depot Community Food Centre, Carrefour Jeunesse Emploi, Bienvenue à NDG, Head and Hands, Fondation la visite, Women on the Rise

This Group is meant as a time to connect with other workers and look at different communication tools for those whose mandate is to talk to residents in the neighbourhood. This is also a space to share difficulties and experiences, and to collaborate on issues related to informing and recruiting residents in NDG.

### **Highlights**

- There were two (2) meetings held with a total of 15 participants in attendance, where we updated one another on programs, services and activities;
- We discussed recruitment strategies and the difficulties of returning to in-person activities;
- For some, these meetings became an easy way to absorb information amongst clients or residents (even if it was not specifically their mandate to do outreach)

## **Community workers and the 'Éclaireurs'**

**Staff:** Graziella Bieto Challenger, Julie Cormier

The Éclaireur measure is an initiative of the Ministère de la Santé et des Services sociaux, supported by the Centres Intégrés de Santé et de Services Sociaux and the Centre Intégré Universitaire en Santé et Services Sociaux (CISSS and CIUSSS) in all regions of Quebec, implemented by the community sector.

The measure mobilises community actors connected with populations in their respective living environments to respond to the psychosocial discomfort caused by the pandemic.

### **Highlights**

- The Agent-Relais ensures the link between the CIUSSS coordinators and the partners involved as Éclaireurs. In particular, the Agent-Relais works to ensure the dissemination of information and make suggestions (e.g., reminders of workshop dates, Éclaireurs' questions, relaying observations or requests, and ensuring the circulation of any useful tools).
- With its strong knowledge of the issues related to the social determinants of health in the neighbourhood and its extensive network, the Council mobilises and accompanies the Éclaireurs and assists the CIUSSS in promoting the measure.
- Consultation is embedded in the Council's practice. Two meetings were organised to bring together the Agents-Relais from other sectors under the leadership of the Community Council. The objective was to create a sense of belonging and share best practices. The ultimate goal was to bring the Éclaireurs together to hear their concerns and take the pulse of their practice.



# MOBILISATION & OUTREACH

- The members of the team have all taken part in the self-care and self-care for others workshops provided by the Red Cross.
- As part of the Éclaireurs measure, the Council also organised resilience activities. The first event, a free sugar shack at George St-Pierre Park in partnership with Le Centre St-Raymond and NDG Arts Week, brought together approximately 350 participants and allowed them to renew social ties that had been damaged by two years of isolation.
- The Éclaireur measure is part of the Community Council's action which, in the wee hours of the pandemic, never ceased to alert the community to the state of the issues in the four priority sectors, to maintain a human and virtual presence in the areas most at risk to prevent the situation from deteriorating.

## Meet the Candidates

**Staff:** Graziella Bieto-Challenger

"Meet the Candidate" is a non-partisan bilingual public assembly that is supported by experienced moderators. During these meetings, residents have an opportunity to pose questions to candidates about issues that concern them.

The election period is usually a very busy time for the partners, as many candidates approached us to meet and discuss our challenges and needs during their campaigning. During this time, the NDGCC team works hard to mobilise partners and residents to practice their critical right. The pre-election public meetings are one of the pillars of our action of citizen mobilisation so that they become actors of change. The principle of these assemblies also asks two (2) questions to all the candidates about pressing community issues, based on partners' consultation. A question period dedicated to residents is designed for them to interact with candidates. Given the restriction imposed by the remote format of the assembly, this time, residents' questions were sent in advance.

We have organised four (4) town hall meetings in total. Without the dedication of the entire team, this would not have been possible.

In September 2021, we organized Meet the Candidates for the federal election. The online format was a first that we were able to cope with as 75 participants, including 37 participants via Zoom and 38 participants via YouTube. The YouTube registered a total of 647 views.

The municipal elections followed in October 2021, which required three (3) assemblies. The evening dedicated to the mayoral election was held on October 19th (37 residents and 34 views on YouTube). The public meetings dedicated to the City Councillor elections of Notre-Dame-de Grâce and Loyola (43 participants on Zoom and 15 views on YouTube) took place on October 26th and 28th, following the same concept.

## Social Housing Project

**Staff:** Zhuo Yi Xu, Emily Cuellar Villeneuve, Julie Cormier

**Partners:** Seniors' cellule: Marsden Center, New Hope, Prévention CDN-NDG, Saint-Raymond Community Center, The Depot Community Food Centre, Office Municipal d'Habitation de Montréal (OMHM), Le Centre intégré universitaire de santé et de services sociaux du Centre-Ouest-de-l'Île-de-Montréal (CIUSSS-CO), Chez Soi, NDG Art Hive, Hear Entendre Québec, Service de Police de la Ville de Montréal (SPVM), Les YMCA du Québec du Parc, The Lion's Club.



*This project is funded by Fonds en développement social local- Arrondissement CDN-NDG.*

This project allows NDG Community Council Mobilisers to enhance the creation of strong relationships with residents, to continue to assess and better understand the specific dynamics in place, to facilitate the connection between residents and the community, and to create activities and initiatives that respond to the public health recommendations. In 2021-2022, helping seniors to reconnect was one of the most important goals after many long months of isolation. Outings and in-person meetings were added to the online programming. Our work was effective; for example, one of our residents was able to apply for funding to improve social activities in their building.

## The Initiative in Numbers

- Fifty (50) calls for seniors in social housing and +150 doors knocked on for follow up;
- Community room animation with partners, NDG Art Hive, YMCA NDG, Lions Club, Marsden Center, and The Depot Community Food Centre;
- Promotion and continuous updating of public health guidelines, including assistance with 15 vaccination clinics in HLM community rooms;
- Eighty-five (85) residents met in open meetings during the year (e.g., Café Rencontre, BBQ);
- Weekly online activities with alternating games such as Bingo, and presentations on various topics of interest to seniors, reaching an average of 13 seniors at each session;
- Four (4) summer outdoor activities, including going out to Calem for ice cream, 2 group visits at The Depot Food Market and one at Benny Library;
- Workshop and support preparing residents to attend their building AGM;
- The initial funding from the Borough and our work with seniors in social housing was instrumental in securing funding for our partner the Eva Marsden Center in collaboration with the OMHM for two (2) "intervenants de milieu" in the HLM residences;
- Four (4) partner meetings to collaborate on activities and services for Seniors in HLM. An action plan was also briefly discussed;
- The Council drafted three (3) newsletters for Seniors in HLM, informing them of activities, services and organisations available to them.



# MOBILISATION & OUTREACH

## **ID2EM Mayfair HLM**

**Staff:** Rob McDonald & Sarra Ben Salem

**Partner:** Mayfair HLM Tenant Association, OMHM

This project was funded by the Initiative de développement durable, d'entraide et de mobilisation (ID2EM). Through this project, residents will learn different technology topics. They have been accompanied by a teacher who helps them acquire new skills in technology. A booklet divided into many modules was created to accompany residents in their journey to learn about technology. The various modules focus on identifying the different features of a computer, typing on a keyboard, understanding the Internet, creating and using emails, joining a Zoom meeting, using Facebook, and connecting a Smart Television with Bluetooth.

This project's goal is to teach some technology basics to empower the residents and to improve the quality of their life. With this project, the residents will be able to better connect with people, with the NDG Community Council, and its partners.

This project was interrupted by COVID-19 restrictions as in-person learning was not possible for over 6 months.

### **The Project in Numbers**

- 10 hours of learning so far!
- 5 seniors;
- Installation of technology such as Smart Television, Desktop Computer, Printer, Laptop and supporting materials

### **Conversation groups**

**Volunteers:** Lindsay Morrison, Carol Lakoff, Ariane Masquillier, François Bertrand

A pleasant experience of cultural exchange where we got to meet the residents who make up the very fabric of the neighbourhood. The conversation group became a multi-language conversation group where participants and volunteers exchanged knowledge and life experience through language practice. From a pizza maker, to dog lovers, to retirees - everyone had something to share!

**Impact in Numbers:** An average of five (5) sessions per week with five (5) to 12 returning participants per session. A total of 48 residents were reached.

### **Testimonial:**

*I have been doing English Conversation classes since 2017. I started teaching in the NDG Community Council, but have been using Zoom since the beginning of the pandemic. I continue to do so because this activity is very rewarding to me. My students have benefited greatly from my classes and so have I. I am delighted to know that I am helping people and making friends along the way. - Carol Lakoff*



## The NDG Community Connectors Project - A History

**In 2018**, the NDG Community Connectors started as a pilot project with a group of residents with long-standing ties to the community in the Walkley-Fielding sector. The objective of the project is to provide learning opportunities to empower participants to actively seek out connections with their neighbours, giving them leadership roles within the community.

**In 2019**, with the focus remaining in the 4 priority sectors. Two more groups were formed that expanded the NDG CC's mobilising reach through kiosks and door-to-door surveying. Each group offered diverse talents and capacity to the program, making a large impact on information sharing.

**In 2020**, despite an ongoing pandemic, the Council continued the project through online Zoom meetings and hosting zoom activities with residents. The key success of this group is that they managed to stay connected with each other through one of the most uncertain times.

**In 2021**, our funding was reduced as priorities shifted and mobilisation was difficult to achieve during lockdowns. No budget? No problem, instead of doing one project let's do two! The NDG Community Council is known for taking on underdog projects to meet the needs of residents. We managed to adapt programming to two very specific populations in the Saint-Raymond Priority Sector and have had many ups and downs along the way but mostly, we couldn't be prouder of our participants who showed resilience in these difficult times.



### Connector Testimonials:

*In late 2021, I was invited to join the Community Connectors program, moderated by Emily Villeneuve. At first, I didn't understand what it was about. I was a new resident of HLM St-Raymond (less than 1 year) and was unaware of the various community organisations in NDG and their programs. However, I am very glad that I did join and attend the weekly workshops. Firstly, I met and began to know better some of my neighbours. I learned more about the community (both the HLM and NDG) and the services offered by NDG Community Council. An important workshop was the one on Consensus Decision Making. With the contacts that I made and the lessons learned, I organised a residents' meeting about forming a new tenants' association (there had been none for at least three years). With the support and interest of a few residents (some of whom are also members of the Community Connectors program), we successfully registered our new tenants' association and held our founding Annual General Assembly on May 20th, to which we elected four directors – three of whom were participants in Community Connectors! - Shirley McCarthy*



# MOBILISATION & OUTREACH

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# COMMUNITY CONNECTORS

## **Community Connectors Saint-Raymond HLM**

**Staff:** Emily Cuellar Villeneuve

**Internship:** Shannon Biggs, Dawson College, Social Services Program

**Partners:** Marsden Center, OMHM, NDG Art Hive, SPVM Socio-community agents

Since the beginning of the pandemic, we noticed seniors were particularly isolated and disconnected from services as they were the most vulnerable in the face of Covid-19. Seniors living in HLM's faced a particular difficulty as community rooms were closed off and services were significantly reduced to avoid in-person contact. It became apparent that neighbours needed to band together to pull through these difficult times. Community Connector programming was adapted to meet the needs of seniors and focused on volunteering and collaboration specifically for the residents of the building. The idea was that seniors would learn about services and the community sector while being taught basic communication skills in order to reach out to their neighbours and refer them as needed to the right services.

### **Health and Social Impact on residents**

Connectors as a group internally were able to break their social isolation by getting to know and rely on each other. Some participants were grateful to practice French as a second language, allowing them social integration into Quebec culture. Through prevention and promotion of activities and resources, community connectors were able to improve the quality of life of residents in the Saint-Raymond HLM -- despite the pandemic lockdowns!

### **With a total of 12 Participants here is the project in numbers for each participant**

- Total 18 Hours of Bilingual Connector Training
- 10 hours of outreach, door knocking
- 9 X 25\$ Giftcards
- 9 X Free Lunches

Note: the meals from different local restaurants in NDG and a gift card of 25\$ were a form of incentive but also met a need for food security within the group.

We offered weekly capacity training workshops to participants who have an interest in the community sector a getting to know their neighbours. Through the following

### **Capacity Building activity**

- Communication 101 -- Language, culture and hearing loss
- Pod Mapping 101
- Communication 102 -- Active Listening & "Tricky People"
- Autonomy and Leadership skills: Consensus Decision making
- Event planning with IM support: Poster + inviting guests



# MOBILISATION & OUTREACH

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# COMMUNITY CONNECTORS

In between, we planned out “**practice sessions**” with the intention of inviting other residents living in the building and getting to know each other

1. Café Rencontre: NDG COMMUNITY COUNCIL: Org tour, meet workers, pictures, volunteer “learning contract” - Badge - Training packet
2. Homework: Meet the NDG Art Hive animator Ruth
3. DECEMBER TOGETHER: Meal Delivery
4. Police Community Agents: workshop or activity with guest
5. Door to door with Shannon Biggs and Jessica Formichella giving out resource sheets and other information

## Highlights

- Connectors promoted hygiene measures during the pandemic using public health information and vaccination clinics within the building
- Highlighted the lack of consistent programming within the HLM and the disruption of services during the pandemic making the isolation of residents worse
- Over 400 resource flyers were distributed including the seniors' resource booklet
- Once the project ended community connectors were instrumental in restarting the tenants association for the building 3 out of 4 members are former participants. Les Bons Voisins de HLM St-Raymond tenants association will allow for more connections to take place!

## Community Connectors Grand Boulevard Area

**Staff:** Emily Cuellar Villeneuve

The council and its partners have noticed a high rate of vulnerability in the Grand Boulevard area (between St- Jacques and Sylvia-Smith) that was noticeably exasperated during the pandemic lockdowns. The area below the tracks has had many housing project successes but with social housing and a high concentration of vulnerable populations like formally homeless, mentally ill, low-income individuals and/or newly arrived immigrants with heavy language barriers comes certain challenges! We knew the community connector program could help this area but with certain modifications to adapt to the people living there. We finally chose to focus on one building (Logements Solidaire Communautaire Grand) at a time with the notion that we would slowly make our way down the street. Previous projects focused heavily on outreach (resident to resident) but we chose instead to get community connectors to come out to us and build connections with organisations. This approach got participants out of their studio apartments and out into the neighbourhood, rain or shine!

*This project was no longer funded for 2021-2022 as a result the Council created a restricted funding budget as Community Connector is considered an important mobilisation project.*



# MOBILISATION & OUTREACH

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# COMMUNITY CONNECTORS

## **Health and Social Impact on residents**

**The Impacts are the same as the Saint-Raymond Community Connector Project just with a different population. See Above**

## **We had a total of 5 Participants**

The project in numbers for each participant is:

- Total 21 Hours of Bilingual Connector Training
- 9 hours of community organisation tours
- 10 X 50\$ Giftcards
- 10 X Lunches provided

Note: the meals were provided from local restaurants at every session as well as a gift card as a form of incentive but we soon found out that it was meeting a basic need for food security within the group.

**We offered weekly capacity training workshops. Workshops are the same as the Saint-Raymond Community Connector Project. See Above**

In between, we planned out “practice sessions”

1. Café Rencontre: NDG COMMUNITY COUNCIL: Org tour, meet workers, pictures, volunteer “learning contract” - Badge - Training packet
2. DECEMBER TOGETHER: Meal Delivery

We visited community organisations and formed connections with the workers while getting in-depth information about services and programs.

1. Logis Action NDG: Workshop on rent increases and tenants' rights
2. Bienvenue à NDG: Organisation Tour and presentation of all the different services
3. Food Depot Community Center: Organisation Tour and presentation of services and programs

## **Highlights**

- We discussed many topics that were in the news and debunked some of the fake news circulating about vaccines and the war in Ukraine. These conversations facilitated a better understanding of the motives and perspectives of the population living on Grand Boulevard. There are many misleading facts circulating that can easily become true when an individual is isolated from others
- Highlighted the strengths and weaknesses of the Grand Boulevard Area being keenly aware of the drug addiction and mental health issues that are predominant in the area
- The qualitative experience of watching the participants come out of their shells and begin to feel connected and aware of the community sector!

### Papa et Moi

**Staff:** Alejandro De Leon, Graziella Bieto-Challenger and Julie Cormier

**Partners:** Comité Jeunesse NDG-Centre St-Raymond , Walkley Center

Papa et Moi is a program that supports fathers who live in NDG and who come from different cultural backgrounds with a space to develop their parental abilities. The program offers free family activities, information sessions and capacity-building workshops that are organised by the NDG Community Council, the Saint-Raymond and the Walkley Community Centers. The program encourages fathers to improve their parenting abilities and to participate as volunteers in community initiatives. The mission of Papa et Moi is also to give information about the programmes offered by the Walkley and Saint Raymond Community Centres as well as to encourage families to visit these centers.



### Highlights

- Increase in the number of participant fathers and families from 25 to 147. Created a list that included essential information (contact info, nationality, number of children, gender, current needs).
- Organised 25 family activities and 20 capacity-building workshops.
- Collaborated with 12 community organisations from NDG to offer our services and activities: ( Bienvenue à NDG, Prévention CDN-NDG, The Depot, Carrefour Jeunesse Emploi, Maison de la culture NDG-Monkland, Éco-quartier, Parents engagés pour la petit enfance, SPVM Community Development, CIUSSS du centre ouest de l'île de Montréal, VéloRution/ Cyclo-nord sud and Grove Campus) .
- Regular monthly schedule of activities with online registration forms for all of our activities and workshops. Photo gallery of each one of the activities and a series of portraits of 19 fathers.

- Distributed: 47 school supply kits in August in collaboration with Grove Campus and 87 toy gifts to 35 families in December
- Participated in 17 kiosks and door to door Outreach with NDG Community Council
- Established contact with the following elementary schools and daycare centers: Santa Monica Elementary School, Saint Raymond école primaire, Enfance Pour Tous, Upper Lachine, CPE Petites chenilles and Le pas de géant- Big Step CPE.
- In September 2021, we created a series of micro-training sessions called pizza evenings. These sessions were a turning point in the program. They offer a regular schedule of workshops and conversation-based activities. The centers Walkley and St-Raymond provided child care services and a safe environment for children to play so that the fathers and mothers can focus on the workshops. These workshops are also a great platform to put fathers in contact with volunteering opportunities.



### Tech Savvy

**Staff:** Jing Bai, Rob MacDonald, Emily Cuellar-Villeneuve, Irina Glushko, Sarra Ben Salem, Melanie Romer

**Partners:** Eva Marsdon Center for Social Justice and Aging, and the Office Municipal d’Habitation de Montréal (OMHM), Lethbridge-Layton-Mackay Rehabilitation Center, Extra miles

### Health and Social Impact on residents

This project allowed us to target the technology needs of seniors, offering one-on-one training sessions, tablets for those who needed them, and virtual workshops on various technology skills such as zoom, email, phone calls, and taking pictures.

Animators were given the tools to support seniors outside of technology needs as well. They offered active listening support and information referral as part of their experience with seniors. This enabled seniors to continue their relationship with the NDG Community Council and its partners. Although continuous changes to health directives slowed our work, we are still proud of the impact we had on residents’ connectivity and overall well-being.

### The number of people reached

Residents taught: 56

Languages: English, French and Mandarin

Volunteers: 30

Total hours of teaching support: 190.5

Smart Tablets lent out to seniors: 17





# SERVICES

Providing services at the NDG Community Council takes on a whole other meaning! We aim to fill in the gaps in our social safety net and host services that are run by other providers. As a Table de Quartier, our main mandate is to ensure the wellbeing of the neighbourhood. As a result, we often act as fiduciary to new projects and help carry organisations until they are strong enough to maintain themselves. Some examples of services that we hosted until they found a home :

Housing Service = Logis Action NDG

Food Baskets = NDG Food Depot

Immigrant service= Bienvenue à NDG

The Council continues to provide the following services with the hopes that other organisations will have the capacity to take on them. We also host some services at our offices for accessibility to the residents of NDG.

## **NDG Resource Centre**

**Staff:** All council Staff and volunteers

Making sure our residents are aware of the available services and activities in the neighbourhood has been one of the Council's mandates since its creation. We continue to provide information and referrals using various methods to reach out to different people through our website, Facebook, letters, emails, flyers, posters, and mobile kiosks.

## **Information and Referral**

The Council's staff and volunteers inform and direct residents and organisations to available resources. Our info-referral takes an empowerment approach. It aims to assist residents in taking concrete actions to solve their own problems, and by doing so improve their own quality of life.

## **Highlight**

- We continued to receive people at our offices. We also increased our outreach in different locations or used emails and phone calls when possible to inform residents, and we increased our presence on social media.
- One important feedback we receive from residents is that we answer their calls immediately or with a very short delay . We are fortunate to have our committed volunteer Pierre who came back to provide direct office service three days a week. Pierre, with his more than 10 years experience, is a very valuable and indispensable resource in the community.
- Maintaining our information and referral service has had the added benefit of building trust with our most vulnerable residents. We were available to them in a time of world-wide crisis -- that is no small feat!

**Impact:** Over 850 directly reached, and countless indirectly reached



# SERVICES

## **Tax clinics and administrative support**

**Staff:** Julie Cormier, Reyhaneh Koushbin

**Partners:** CJE NDG, Marsden Center, Depot Food Center, St-Raymond Center, Walkley Center, Cote St-Luc Library

I would like to start by telling you since when the Council offers tax clinics but it seems it is forever! What I can say with no doubt, it has been over 25 years that we help residents with their taxes and this need is still as important, if not more, than 25 years ago. Since 2019, our service is offered all year, meeting an important demand from residents. March and April remain the months where most residents benefit from our tax support, May to December are now an option for those who were not able to complete their tax obligations for a variety of reasons. Although this initiative is not sufficiently funded and is supported mainly by volunteers, the Council remains convinced that it is a much-needed service.

## **Highlights**

- The 2021 Tax season was adapted to the health situation and we chose to offer 2 types of services: by appointment at the office, or with a document drop-off. Between March 2021 and December 2021, we were able to serve 513 residents, some of them needing up to 10 years of declarations done. 38 volunteers completed the training but only 21 were able to support our service. Volunteers of which many are newly arrived with an out-of-country accounting background or freshly out of school, need the on-the-ground experience to be able to move forward with a job.
- In 2022, we were now experts in adapting our tax service according to the health measures. With no hesitation, we planned in a safe manner and offered an appointment service at our office and drop-off. Because we are well aware of the struggle for some residents to come to our office, our outreach team also did door-to-door in specific buildings collecting tax documents and our tax volunteers also went in person in Tango and Maison 03 to complete declarations.
- Do It yourself workshops were also offered in 2022, supporting 53 residents to learn how to complete their own tax declarations. We also offer follow-up service to those residents, reassuring them and sometimes revising their tax declaration. This service is as important as the free tax clinics as it reaches a different population. The online format seems very effective and, although we cannot wait to be able to offer the regular tax service in all the different sectors, we believe training online will remain in the future.
- Average of 3 demands per month for various administrative support (child support applications, communications with governments or essential services, etc) requiring each up to 3 follow-up individual meetings.



## Health and Social Impacts on residents

Through the tax clinics, we are able to identify crucial needs in our community and plan the appropriate actions to improve living conditions. The service does not only ensure minimal income to many residents and their families, but it allows them to access benefits such as access to social housing, child benefit, retirement and welfare. For the Community Council, the tax clinic is the first tool to reach out to the most isolated community. Every single resident visiting our service is treated with the same respect and consideration. We complete easy tax returns but also help with different administrative issues: communicating with governments with the resident, communicating with services such as Hydro-Quebec or Emploi-Quebec or simply helping them understand letters they received.

The anxiety faced by residents affects their daily lives and every minute spent together to offer our support has a long-lasting impact. Our volunteers are not there to serve the highest number of people in the fastest way, they are there to offer the best service and to listen to those residents. We then are able to link all of them with the necessary services in the community and ensure they have all the needed support.

## Impact

2021:

- 575 calls related to taxes returned between March and May
- 513 residents served for Quebec and Canada tax declarations

2022 (up to April 15th, 2022):

- Over 450 tax-related calls were returned and near 100 were directly answered
- 443 residents served for Quebec and Canada tax declarations
- 32 volunteers trained and 17 remained active in the clinics
- 53 residents attended one or both of our online tax workshops: Do It Yourself and All about taxes

Testimonial:

To the entire 2022 Free Tax Clinics team,

I want to thank you deeply for the quality of help you have given me:

Before consulting you, I used different accounting offices that charged me too much and I felt like a number.

Despite the fact that your services are free, you offered me an outstanding quality in the production of my tax report. Also, you made me feel like a human being, important, as much by the welcome offered by the different volunteers, as by the concern shown by Mr. Bruce when he entered the data of my different documents, as by the attention offered by Mrs. Cormier.

In conclusion, I have the impression of having received a high-quality service.

Thank you very much,

David B.



# SERVICES

## **Commissioner of Oaths**

**Staff:** Graziella Bieto-Challenger

The Council provides the service of a commissioner of oath free for local residents for documents intended only for Quebec.

The Council has received (6) requests, by appointment. The proximity and flexibility of the service allow residents to stay up to date with their administrative procedures and thus preserve their quality of life.

## **Bonhomme à Lunettes**

Without Bonhomme à Lunette's committed attitude toward providing everyone with high-quality affordable glasses, we might not have been able to serve so many during these trying times. We managed to re-open a crucial service during a lock-down, and residents and even accompanying workers were grateful for the continuation of this healthcare service.

## **Highlights**

- Approximately 200 clients have been served since the end of April.
- New health and safety protocols were put in place for a healthy workspace to welcome NDG residents.
- In addition to the service of proximity they provide, they donated to the council frames to give out in addition to cash.

## **McGill Dental Workshops**

**Staff:** Julie Cormier, Jing Bai

**Students:** Tiffany Wang, Vivian Song, Tu Anh Nguyen, Sophie Benhamron, Yasmine Chibane, Massilia Abibsi, Albert Le

**Partners:** McGill Faculty of Dentistry - Dr. Frances Power

For the second year in a row, the Council partnered with the McGill Faculty of Dentistry, with the outgoing and super involved Dr. Frances Power as a direct contact, to foster 2 teams of student community involvement. One team offered online workshops to the Chinese community seniors and families. The other team offered two interactive workshops to families. Informative material was also provided to share with NDG residents, including access to free and affordable dental services.

The Council aims to nurture this partnership, hoping for an in-person mobile dental clinic in NDG in the future. Dental service is an important factor of health, however, it is one of the most difficult to access because of financial reasons.

## Communication tools

Since its creation, the Council's mandate is to make sure our residents and partners are aware of the available services and activities in the neighbourhood. The Council continues to develop and support outreach channels to promote community news, and projects, and initiate activities in NDG. We use a combination of tools to connect residents and partners in NDG.

## Website

We keep the website [ndg.ca](http://ndg.ca) as a hub for all community representatives. The NDG Community calendar is a tool to share NDG news and events, plus it's a good opportunity to share your services. This page will be searchable in Google if a service has been posted for several months.

### Examples of Calendar announcements in the category Services:

- Service Bonhomme à Lunette - Now 14,111 hits (Last year was 2637 hits)
- Distro Room- Open to the public! Women on the Rise ( women's and children's clothing, outerwear and footwear. etc ) - 11,549 hits (Was created June 2021)

Example of Calendar announcements in the category Volunteering:

- Movers Needed - 5545 hits

Example of Calendar announcements in the category Job Offers:

- Kitchen Assistant (The Depot) - 7308 hits

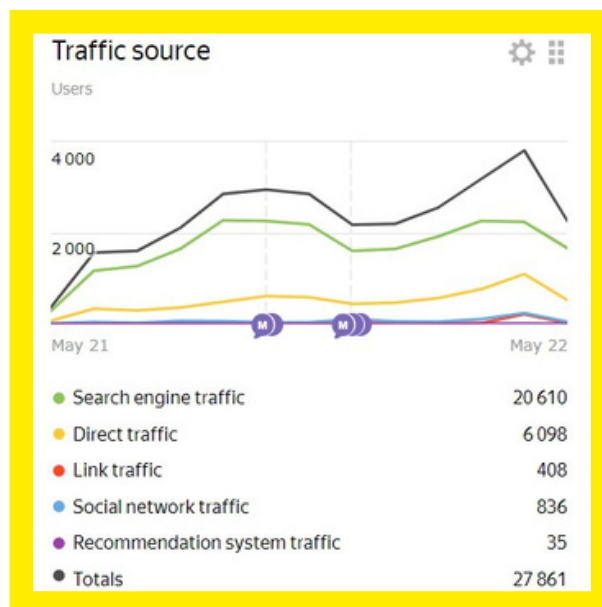
## Website Highlights 2021-2022

- New Page ScaveNDGers - 3509 visits during 2 month
- December Together - project page -2440 visits (last year was 1440 visits)
- The most visited pages: WHAT'S HAPPENING IN NDG (700K), Employment Resources (50K), Portrait of NDG (50K), Events and neighbourhood Festivals (48K), Housing and Tenants (47K)

## Newsletter

The weekly community newsletter "What's happening in NDG" has been a staple tool since 2005. This tool is used to deliver information and announcements to NDG residents and partners by email.

- 1565 Subscribers (up from 1446 in the previous reporting year)
- Open rate of 24-30% (approx. 300-400 users) (Last year Open rate of 18.1% (approx. 260) )
- Average click rates are 5.2% (70 - 110 clicks on the links inside each newsletter)





# SERVICES

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## COMMUNICATIONS CONT'

### Social Media

#### Facebook Page

Our official Facebook page audience keeps growing. This page helps us to inform and engage community groups and residents tot NDG Community Council activities:

- 1,796 Followers (up from 1485 from the previous year)
- 1,550 Likes (up from 1352 from the previous year)

The most popular themes during the 2021–2022 season were the December Together Campaign, The Prom Dress Boutique (Reach 3400), Meet Candidates, Cabane a Sucre, Atelier sur la santé dentaire

#### Facebook Groups

New Facebook Public Group QU'EST-CE QUI SE PASSE À NDG | What's Happening in NDG (link) was created in October 2021 for NDG Community News.

- 3,938 viewed, 261 members
- This group is a collection of NDG Community Services, News, Activities, Events, etc.
- We invite NDG community organisations, community groups, residents, institutions and businesses to share posts about services or activities in the neighbourhood.

#### Instagram

- 366 followers (up from 305 in the previous reporting year)

#### YouTube Channel

- Meet Candidates (Federal Elections) - 757 views
- Meet Candidates (Municipal Elections) - 3 videos with approximately 1000 views

#### Google My Business (GMB)

GMB platform is a very promising tool to keep your organisation well recognized by Google Local Search.

- People viewed our business profile 1300 -2000 times per month. 20-150 Calls are made from our Business Profile each month.
- 28 reviews, rating 4.8. See below some reviews



Hassan Walker

★★★★★ Nov 9, 2019

If you need Real help with Anything. I Strongly recommend you call or visit.



Nina Rany

★★★★★ Oct 1, 2020

(Translated by Google) An organization that helps others, that supports and accompanies families. (Original) Une organisation qui aide son prochain, qui soutient et qui accompagne les familles.



Chesil Grant

★★★★★ Feb 7, 2020

Lovely people ,nice and friendly people works there.lovely environment.



# ANNEXE 1

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## VOLUNTEERS

### Volunteers

As usual, we tried our best to name everyone, however, because the Council works with so many volunteers every year it is unfortunately entirely possible that some names are missing or incomplete. Please know, even if your name does not appear, that we are thankful for all your participation and commitment to making our community better!

- **December Together - 27 Volunteers**

Tanya van Soest, Bohan Yao, Krystyna Gardner, Larry Shevell, Gabriel Boucher, Terry Knowles, Modathir Babikir, Maria & Dave, Angela, Elizabeth Barnska, Pipping 'Maud' Moore, Mariette, Shirley McCarthy, Gordon, Elenice, Adel Ben Mabrouk, Marie-Ève Picone, Xavier Oriol, Véronique Barbet, Soraya Jolee Pierre, Louise Hébert, Marlo Turner Ritchie, Madelene Sebalt, Rita Del Grande, Sharon Brackley, Halah Al-Ubaidi, Sharon Sweeney

- **Conversation classes - 5 volunteers**

Ariane Masquillier, Carol Lakoff, Lindsay Morrison, Nooshin Maghrebian, François Bertrand

- **Lunar New Year celebration - 5 volunteers**

- **M-17 Fielding Walkley Gardens - 15 Volunteers**

- **Tax Clinic - 23 Volunteers (2021)**

Adriana Campos, Bruce Brown, Girlie Ayodoc, Glenda Montano, Hua He, Justin Cheng, Lynda Porter, Malika Dewji, Manan Suthar, Marina (Haiwei) Hu Huang, Marygrace Regondola, Maximo Aybar, Mike Brodeur-Barré, Na Shen, Pino Mininni, Qi Gao, Robelyn Eslit, Ruby Iknadossian, Sandra Prillo, Sujatha Jayanna, Ting Du, Yang Chen, Zhixing Kong

- **Tax Clinic - 17 Volunteers (2022)**

Jamela Joyce Roma, Marykris Kimberley David, Princess Grace Pigar, Batoul Holoubi, Sandra Prillo, Melissa Belen, Deleilah Valeros, Grace Aludo, Ellen Joy Pangilinan, Mary Rica Mhonyqa Lo, Charity Reboldera Villa, Lea M.Recheta, Glenda Montano, Girlie Ayodoc, Bruce Brown, Linda Porter, Mary Grace Regondola

- **Tech Savvy - 30 volunteers**

Mauro Franco, Hannah Stratford-Kurus, Jiayi Wen, Sandra Kate Molly, Carina, Angela, Mary, Bruna, Reh, Yufei, Hongyi, Wenbo, Tian Tan, Judy, Min, Andrew Zhu, Reza, Gary Bernstein, Madelene, Sofiane Barkou, Diane Procencher, Sophie Bang, Andrew Graham, David Rahman, Robert Archibald, Rita Vasquez, Chelsea Bélanger, Mauro/Nicolas, Emilie Gumy, Betty Wang

- **Reception, Outreach, general and others - 24 volunteers**

Pierre Blouin, Kimberly Richard, Nadia Rezkallah, Mona Taj Bakhsh, Sharon Leslie, Madelene Sebaldt, Thais Verbet, Ana Monsanto, Guy Bertrand, Larry Shevell, Jane Litwick, Joan Hongoh, Nkuntuala Jackelina Lukoki, Thora Weir, Madelene Sebalt, Xavier Oriol, Veronique Barbet, Adrian Dragan, Esther Fukuyama, zahraa Hassan, Tessa Haber, Meredith Headon, Line Ntsamma, Rhonda Mitchell,



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*Thank you!*



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